AVG 8.5 Internet Security Edition

User Manual

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1. Introduction

This user manual provides comprehensive documentation for **AVG 8.5 Internet Security** .

Congratulations on your purchase of AVG 8.5 Internet Security !

AVG 8.5 Internet Security is one of a range of award winning AVG products designed to provide you with peace of mind and total security for your PC. As with all AVG products **AVG 8.5 Internet Security** has been completely re-designed, from the ground up, to deliver AVG's renowned and accredited security protection in a new, more user friendly and efficient way.

Your new **AVG 8.5 Internet Security** product has a streamlined interface combined with more aggressive and faster scanning. More security features have been automated for your convenience, and new 'intelligent' user options have been included so that you can fit our security features to your way of life. No more compromising usability over security!

AVG has been designed and developed to protect your computing and networking activity. Enjoy the experience of full protection from AVG.

2. AVG Installation Requirements

2.1. Operation Systems Supported

AVG 8.5 Internet Security is intended to protect workstations with the following operating systems:

- Windows 2000 Professional SP4 + Update Rollup 1
- Windows XP Home Edition SP2
- Windows XP Professional SP2
- Windows XP Professional x64 Edition SP1
- Windows Vista (x86 and x64, all editions)

(and possibly higher service packs for specific operating systems).

2.2. Minimum Hardware Requirements

Minimum hardware requirements for **AVG 8.5 Internet Security** are as follows:

- Intel Pentium CPU 1,2 GHz
- 250 MB of free hard drive space (for installation purposes)
- 256 MB of RAM memory

3. AVG Installation Options

AVG can be installed either from the installation file available on your installation CD, or you can download the latest installation file from the AVG website (www.avg.com).

Before you start installing AVG, we strongly recommend that you visit the AVG website to check for a new installation file. This way you can be sure to install the latest available version of AVG 8.5 Internet Security .

We recommend you to try out our new AVG Download Manager tool that will help you select the proper installation file!

During the installation process you will be asked for your license/sales number. Please make sure you have it available before starting the installation. The sales number can be found on the CD packaging. If you purchased your copy of AVG on-line, your license number will have been delivered to you via e-mail.

4. AVG Download Manager

AVG Download Manager is a simple tool that helps you select the proper installation file for your AVG product. Based on your input data, the manager will select the specific product, license type, desired components, and language. Finally, **AVG Download Manager** will go on to download and launch the appropriate installation process.

Following please find a brief description of each single step you need to take within the **AVG Download Manager**:

4.1. Language Selection

AVG Download Manager
AVG
Welcome to the AVG setup program
The following screens will guide you through the process of installing AVG protection on your computer. Click the Next button to begin the installation, or Exit button to quit.
WARNING: This program is protected by laws and international treaties. Unauthorized reproduction or distribution of this program, or any part of it, may result in severe civil and criminal penalties. Violators will be prosecuted to the maximum extent allowed by law.
Choose your setup language:
English
Next >
Exit

In this first step of **AVG Download Manager** select the installation language from the roll-down menu. Note, that your language selection applies only to the installation process; after the installation you will be able to change the language directly from program settings. Then press the ***Next*** button to continue.

4.2. Connectivity Check

In the next step, **AVG Download Manager** will attempt to establish an Internet connection so that updates can be located. You will not be allowed to advance the download process until the **AVG Download Manager** is able to complete the connectivity test.

- If the test shows no connectivity, make sure you are really connected to Internet. Then click the ***Retry*** button

AVG Download Manager
AVG
Connection issue
The AVG Download Manager is not able to detect a working Internet connection. Please check to make sure that you are connected to the Internet and click Retry.
If you connect to the Internet through a proxy, please click on the Proxy Settings button below to specify your proxy information.
Proxy Settings
Retry
Exit

- If you are using a Proxy connection to the Internet, click the ***Proxy Settings*** button to specify your proxy information:

If the check has been successful, press the ***Next*** button to continue.

4.3. Proxy Settings

If **AVG Download Manager** was not able to identify your Proxy settings you have to specify them manually. Please fill in the following data:

- ***Server*** - enter a valid proxy server name or IP address
- ***Port*** - provide the respective port number
- ***Use proxy authentication*** - if your proxy server requires authentication, tick this check box.
- ***Select authentication*** - from the drop-down menu select the authentication type. We strongly recommend that you keep to the default value (*the proxy server will then automatically convey its requirements to you*). However, if you are a skilled user, you can also choose Basic (*required by some servers*) or NTLM (*required by all ISA Servers*) option. Then, enter a valid ***Username*** and ***Password*** (optionally).

Confirm your settings by pressing the ***Apply*** button to follow to the next step of **AVG Download Manager**.

4.4. Select License Type

AVG Download Manager
Select installation type
Click the appropriate description to enable the Next button.
Full Version
Click here if you have purchased a license for your AVG product.
Trial Version
Click here if you are installing a 30-day trial version. Trial software has all the same functionality as the full version but will cease to be updated after 30 days. When the trial period expires, you will be offered the option to purchase a full version.
Free Version
Click here to install AVG Anti-Virus Free, which provides basic protection for home users free of charge.
< Back
Next >
Exit

In this step you are prompted to choose the license type of the product you would like to download. The description provided will allow you to select the one that suits you

most:

- ***Full version*** - i.e. ***AVG Anti-Virus*** , ***AVG Anti-Virus plus Firewall***, or ***AVG Internet Security***

- ***Trial version*** - provides you an opportunity to use all the features of AVG full product for the limited time period of 30 days

- ***Free version*** - provides protection to home users free of charge, however the application functions are limited! Also, the free version only includes some of the features available in the paid product.

4.5. Download Files to Install

Now, you have provided all information needed for the **AVG Download Manager** to start the installation package download, and launch the installation process. Further, advance to the AVG Installation Process.

5. AVG Installation Process

To install AVG on your computer, you need to get the latest installation file. You can use the installation file from the CD that is a part of your box edition but this file might be out-of-date.

Therefore we recommended getting the latest installation file online. You can download the file from the AVG website (at www.avg.com) / ***Downloads*** section. Or, you can make use of our new **AVG Download Manager** tool that helps you create and download the installation package you need, and launch the installation process.

The installation is a sequence of dialog windows with a brief description of what do at each step. In the following, we offer an explanation for each dialog window:

5.1. Installation Launch

AVG 8.0 build 204 (10/10/2008)
Welcome to the AVG Setup Program
The following screens will guide you through the process of installing AVG protection on your computer. Click Next to begin the process or click Exit to quit.
Before you begin the process, you may find it useful to review the advice and recommendations we've prepared to help you set up the software to best meet your needs.
WARNING: This program is protected by copyright laws and international treaties. Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties. Violators will be prosecuted to the maximum extent allowed by law.
Choose your setup language
English
Next >
Exit

The installation process starts with the ***Welcome to the AVG Setup Program*** window. In here you select the language used for the installation process. In the lower part of the dialog window find the ***Choose your setup language*** item, and select the desired language from the drop down menu. Then press the ***Next*** button to confirm and continue to the next dialog.

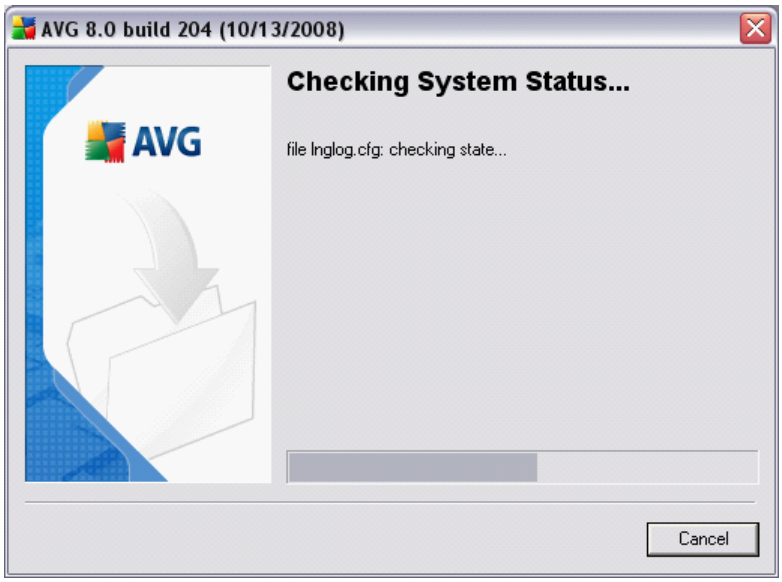
Attention: *Here, you are selecting the language for the installation process only. You are not selecting the language for the AVG application - that can be specified later on during the installation process!*

5.2. License Agreement

AVG 8.0 build 204 (10/10/2008)
AVG
License agreement
Please review the license agreement below before proceeding with the installation. If you accept this agreement, click Accept to proceed with the installation. If you do not accept the agreement, click Don't accept; the installation process will be terminated.
IMPORTANT: READ THIS AGREEMENT CAREFULLY. THIS IS A LEGAL AGREEMENT BETWEEN AVG TECHNOLOGIES CZ, S.R.O. ("AVG TECHNOLOGIES") AND YOU (ACTING AS AN INDIVIDUAL OR, IF APPLICABLE, ON BEHALF OF THE INDIVIDUAL OR ENTITY ON WHOSE COMPUTER THE SOFTWARE IS INSTALLED). IF YOU CLICK THE "ACCEPT" OPTION OR INSTALL THE SOFTWARE PRODUCT ACCOMPANYING THIS AGREEMENT (THE "SOFTWARE") YOU WILL BE BOUND BY THIS AGREEMENT. You are not required to accept these terms but, unless and until you do, the Software
< Back
Accept
Don't accept

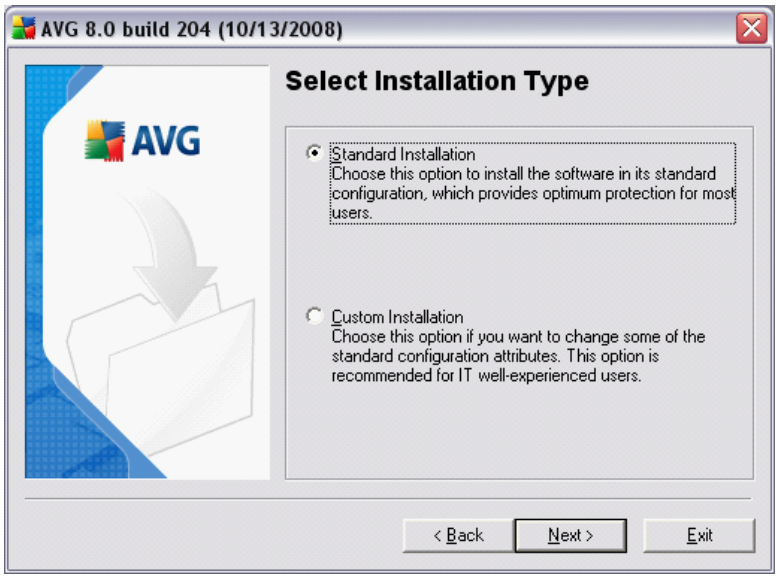
The ***License Agreement*** dialog provides the full wording of the AVG license agreement. Please read it carefully and confirm that you have read, understood and accept the agreement by pressing the ***Accept*** button. If you do not agree with the license agreement press the ***Don't accept*** button, and the installation process will be terminated immediately.

5.3. Checking System Status



Having confirmed the license agreement, you will be redirected to the ***Checking System Status*** dialog. This dialog does not require any intervention; your system is being checked before the AVG installation can start. Please wait until the process has finished, then continue automatically to the following dialog.

5.4. Select Installation Type


AVG 8.0 build 204 (10/13/2008)
Select Installation Type
AVG
Standard Installation
Choose this option to install the software in its standard configuration, which provides optimum protection for most users.
Custom Installation
Choose this option if you want to change some of the standard configuration attributes. This option is recommended for IT well-experienced users.
< Back
Next >
Exit

The ***Select Installation Type*** dialog offers the choice of two installation options: ***standard*** and ***custom*** installation.

For most users, it is highly recommended to keep to the ***standard installation*** that installs AVG in fully automatic mode with settings predefined by the program vendor. This configuration provides maximum security combined with the optimal use of resources. In the future, if the need arises to change the configuration, you will always have the possibility to do so directly in the AVG application.

Custom installation should only be used by experienced users who have a valid reason to install AVG with non-standard settings. E.g. to fit specific system requirements.

5.5. Activate your AVG License

In the ***Activate your AVG License*** dialog you have to fill in your registration data. Type in your name (***User Name*** field) and the name of your organization (***Company Name*** field).

Then enter your license/sales number into the ***License/Sales Number*** text field. The sales number can be found on the CD packaging in your AVG box. The license number will be in the confirmation email that you received after purchasing your AVG on-line. You must type in the number exactly as shown. If the digital form of the license

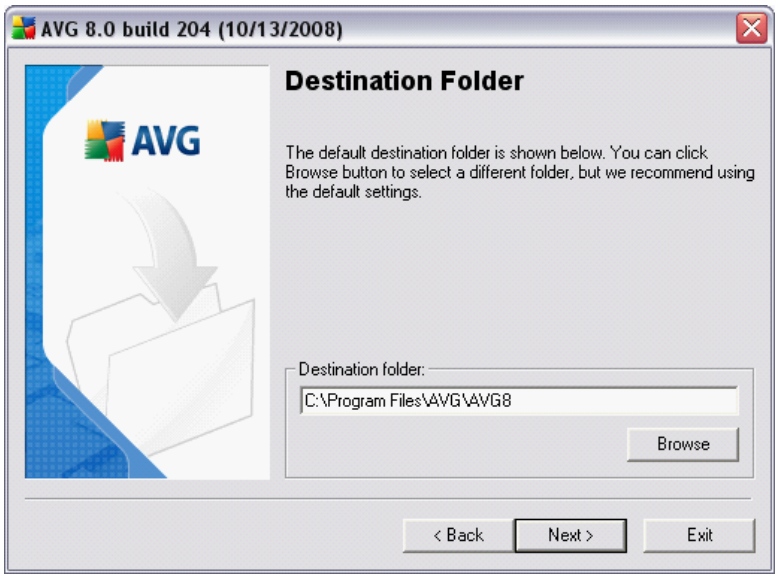
number is available (in the email), it is recommended to use the copy and paste method to insert it.

AVG 8.0 build 204 (10/13/2008)
AVG
Activate your AVG License
User name:
Name Surname
Company name:
Company name
License number:
If you purchased the software online, your license number will have been sent to you by e-mail. To avoid typing errors, we recommend cutting and pasting the number from the e-mail to this screen.
If you purchased the software in a retail store, you will find the license number on the product registration card included with the package. Take care to copy the number correctly.
< Back
Next >
Exit

Press the ***Next*** button to continue the installation process.

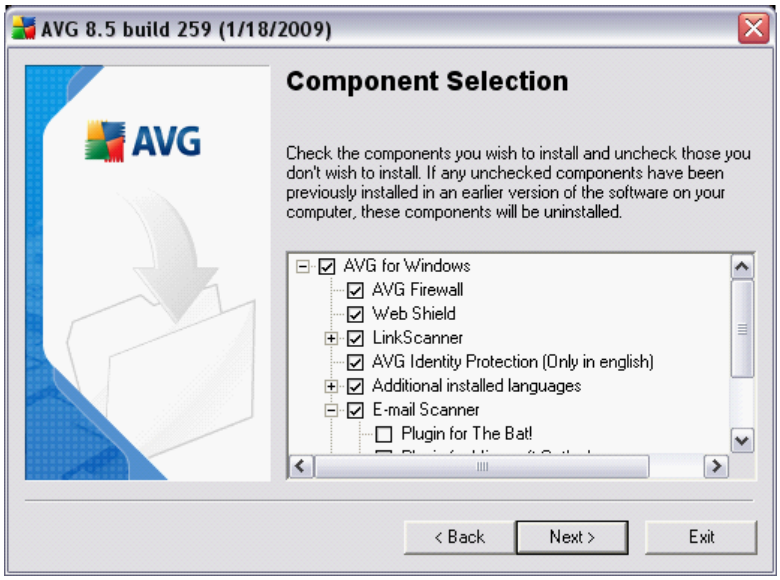
If in the previous step you have selected the standard installation, you will be redirected directly to the ***Installation Summary*** dialog. If custom installation was selected you will continue with the ***Destination Folder*** dialog.

5.6. Custom Installation - Destination Folder


AVG 8.0 build 204 (10/13/2008)
AVG
Destination Folder
The default destination folder is shown below. You can click Browse button to select a different folder, but we recommend using the default settings.
Destination folder:
C:\Program Files\AVG\AVG8
Browse
< Back
Next >
Exit

The ***Destination Folder*** dialog allows you to specify the location where AVG should be installed. By default, AVG will be installed to the program files folder located on drive C:. If you want to change this location, use the ***Browse*** button to display the drive structure, and select the respective folder. Press the ***Next*** button to confirm.

5.7. Custom Installation - Component Selection


AVG 8.5 build 259 (1/18/2009)
Component Selection
Check the components you wish to install and uncheck those you don't wish to install. If any unchecked components have been previously installed in an earlier version of the software on your computer, these components will be uninstalled.
AVG for Windows
AVG Firewall
Web Shield
LinkScanner
AVG Identity Protection (Only in english)
Additional installed languages
E-mail Scanner
Plugin for The Bat!
< Back
Next >
Exit

The ***Component Selection*** dialog displays an overview of all AVG components that can be installed. If the default settings do not suit you, you can remove/add specific components.

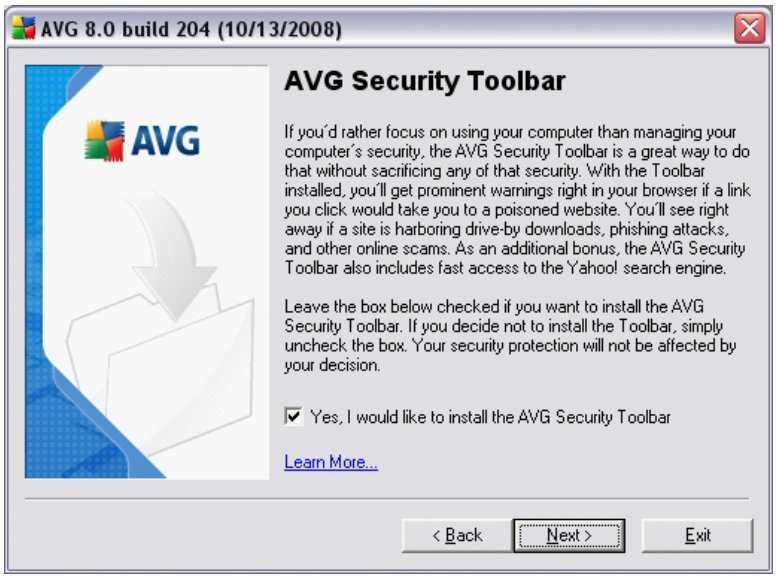
However, you can only select from components that are included in your purchased AVG edition. Only those components will be offered to be installed within the Component Selection dialog!

Within the list of components to be installed, you can define which language(s) AVG should be installed in. Check the ***Additional installed languages*** item and then select the desired languages from the respective menu.

Click the ***E-mail Scanner*** item to open and decide on what plug-in is to be installed to guarantee your electronic mail security. By default, ***Plugin for Microsoft Outlook*** will be installed. Another specific option is the ***Plugin for The Bat!*** If you use any other e-mail client (*MS Exchange, Qualcomm Eudora, ...*), go for the ***Personal E-mail Scanner*** option to secure your e-mail communication automatically no matter what e-mail program you run.

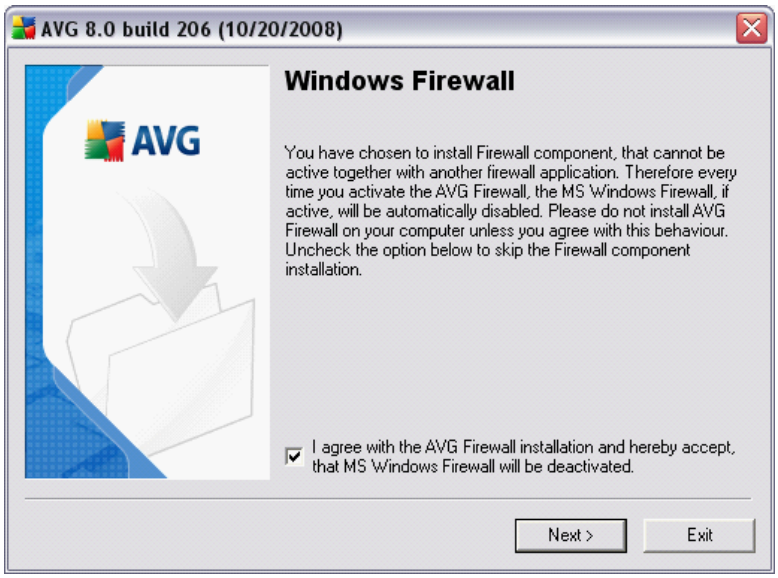
Continue by pressing the ***Next*** button.

5.8. AVG Security Toolbar


AVG 8.0 build 204 (10/13/2008)
AVG Security Toolbar
If you'd rather focus on using your computer than managing your computer's security, the AVG Security Toolbar is a great way to do that without sacrificing any of that security. With the Toolbar installed, you'll get prominent warnings right in your browser if a link you click would take you to a poisoned website. You'll see right away if a site is harboring drive-by downloads, phishing attacks, and other online scams. As an additional bonus, the AVG Security Toolbar also includes fast access to the Yahoo! search engine.
Leave the box below checked if you want to install the AVG Security Toolbar. If you decide not to install the Toolbar, simply uncheck the box. Your security protection will not be affected by your decision.
Yes, I would like to install the AVG Security Toolbar
Learn More...
< Back
Next >
Exit

In the ***AVG Security Toolbar*** dialog, decide whether you want to install the ***AVG Security Toolbar*** - if you do not change the default settings, this component will be installed automatically into your Internet browser; in conjunction with AVG 8.0 and AVG XPL technologies to provide you with comprehensive online protection while surfing the Internet.

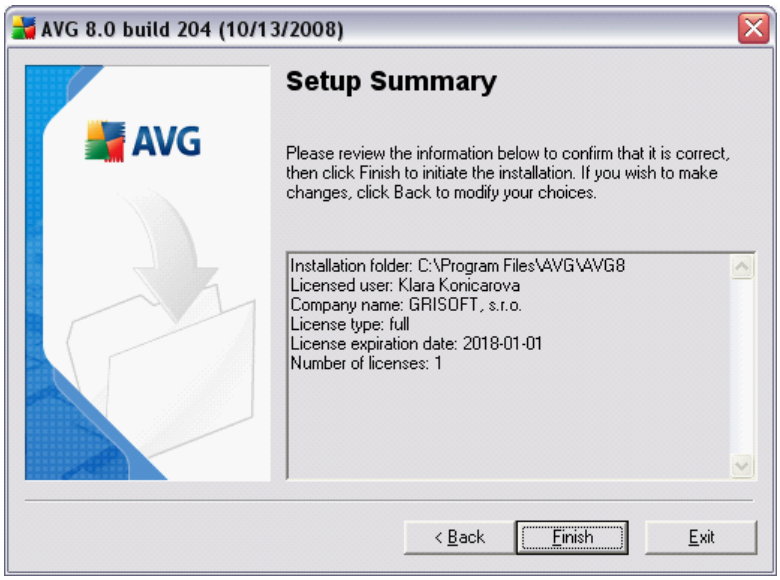
5.9. Windows Firewall


AVG 8.0 build 206 (10/20/2008)
AVG
Windows Firewall
You have chosen to install Firewall component, that cannot be active together with another firewall application. Therefore every time you activate the AVG Firewall, the MS Windows Firewall, if active, will be automatically disabled. Please do not install AVG Firewall on your computer unless you agree with this behaviour. Uncheck the option below to skip the Firewall component installation.
I agree with the AVG Firewall installation and hereby accept, that MS Windows Firewall will be deactivated.
Next >
Exit

The license number you have provided in one of the previous setup steps responds to **AVG 8.5 Internet Security** edition that includes AVG ***Firewall***. AVG ***Firewall*** cannot run parallelly with another installed firewall. In this dialog please confirm you want to install AVG ***Firewall*** , and you wish to deactivate the Windows Firewall at the same time.

Press the ***Next*** button to continue.

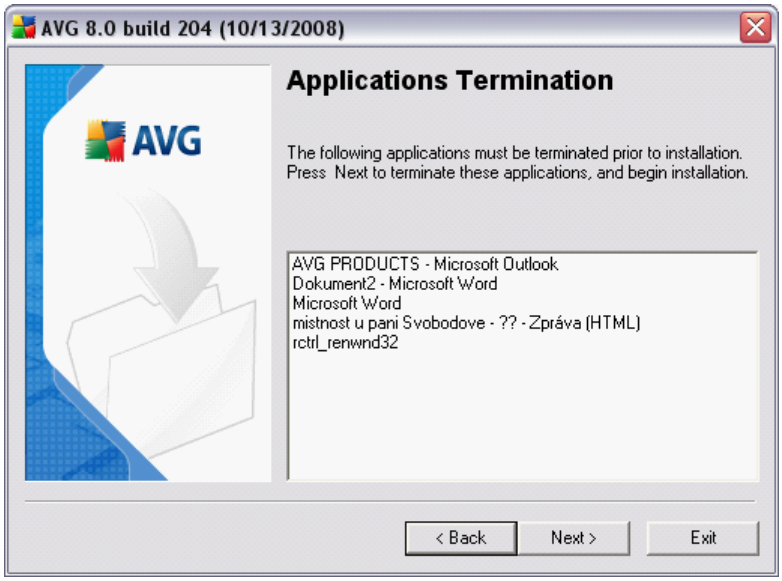
5.10 Setup Summary


AVG 8.0 build 204 (10/13/2008)
Setup Summary
Please review the information below to confirm that it is correct, then click Finish to initiate the installation. If you wish to make changes, click Back to modify your choices.
Installation folder: C:\Program Files\AVG\AVG8
Licensed user: Klara Konicarova
Company name: GRISOFT, s.r.o.
License type: full
License expiration date: 2018-01-01
Number of licenses: 1
< Back
Finish
Exit

The ***Setup Summary*** dialog provides an overview of all parameters of the installation process. Please make sure all the information is correct. If so, press the ***Finish*** button to continue. Otherwise, you can use the ***Back*** button to return to the respective dialog and correct the information.

5.11 Application Termination

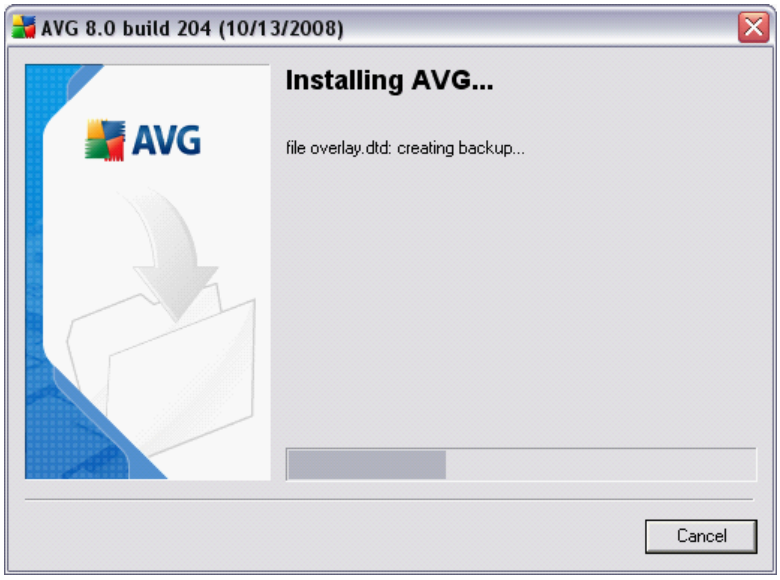
Before the installation process starts, you might be invited to terminate some of the currently running applications that might collide with the AVG installation process. In such a case, you will see the following ***Application Termination*** dialog. This dialog is only to inform you and does not require any intervention - if you agree to having closed the listed programs automatically, press ***Next*** to continue:


AVG 8.0 build 204 (10/13/2008)
AVG
Applications Termination
The following applications must be terminated prior to installation.
Press Next to terminate these applications, and begin installation.
AVG PRODUCTS - Microsoft Outlook
Dokument2 - Microsoft Word
Microsoft Word
mistnost u pani Svobodove - ?? - Zpráva (HTML)
rctrl_renwnd32
< Back
Next >
Exit

Note: *Please make sure you have saved all your data before you confirm you want to have the running application closed.*

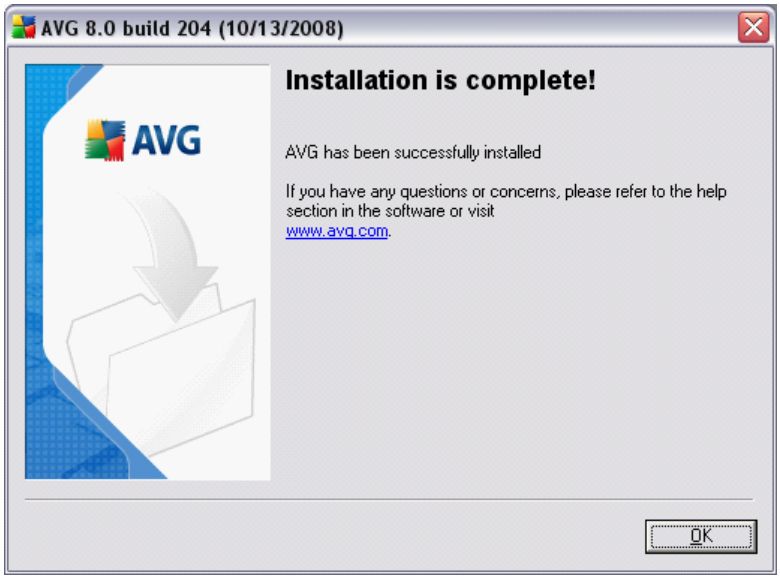
5.12. Installing AVG

The ***Installing AVG*** dialog shows the progress of the installation process, and does not require any intervention:



Please wait until the installation is complete, then you will be redirected to the ***Installation Complete*** dialog.

5.13. Installation Complete


AVG 8.0 build 204 (10/13/2008)
AVG
Installation is complete!
AVG has been successfully installed
If you have any questions or concerns, please refer to the help section in the software or visit www.avg.com.
OK

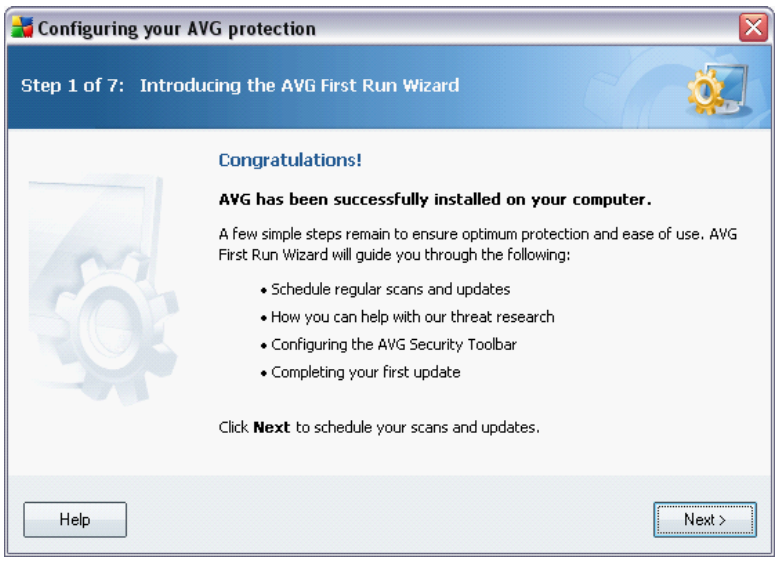
The ***Installation is complete!*** dialog is the last step of the AVG installation process. AVG is now installed on your computer and fully functional. The program is running in the background in fully automatic mode.

After the installation, ***AVG Basic Configuration Wizard*** will be launched automatically and in a few steps will lead you through the **AVG 8.5 Internet Security** elementary configuration. Despite the fact the AVG configuration is accessible any time during AVG run, we deeply recommend to use this option and set up the basic configuration with the wizard's help.

6. AVG First Run Wizard

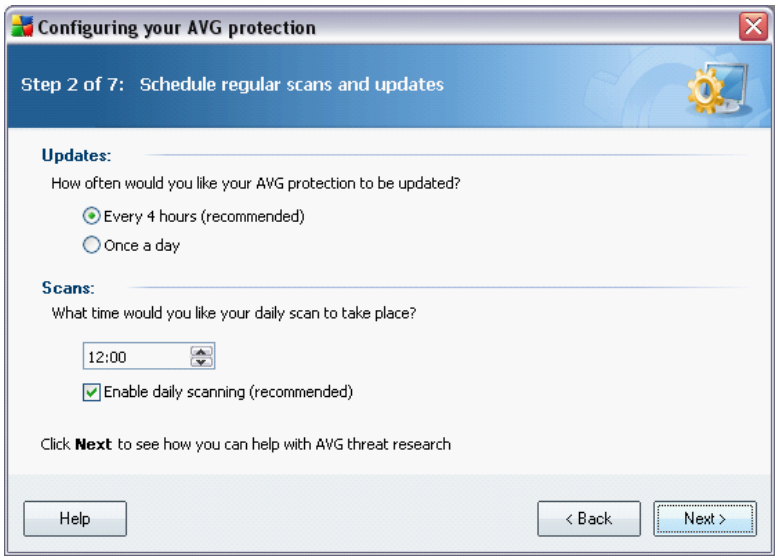
When you first install AVG on your computer, the ***AVG Basic Configuration Wizard*** pops up to help you with initial **AVG 8.5 Internet Security** settings. Though you can set all of the suggested parameters later on, it is recommended that you take the wizard's tour to secure your computer's protection simply and immediately. Follow the steps described in each of the wizard's windows:

6.1. Introducing the AVG First Run Wizard


Configuring your AVG protection
Step 1 of 7: Introducing the AVG First Run Wizard
Congratulations!
AVG has been successfully installed on your computer.
A few simple steps remain to ensure optimum protection and ease of use. AVG First Run Wizard will guide you through the following:
• Schedule regular scans and updates
• How you can help with our threat research
• Configuring the AVG Security Toolbar
• Completing your first update
Click Next to schedule your scans and updates.
Help
Next >

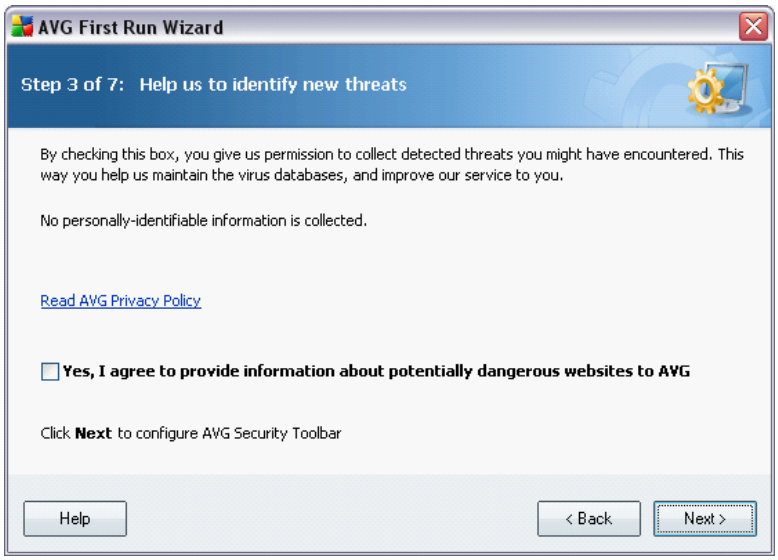
The ***Introducing the AVG First Run Wizard*** welcome window briefly summarizes the status of AVG on your computer, and suggests the steps to be taken to complete protection. Click on the ***Next*** button to continue.

6.2. Schedule regular scans and updates


Configuring your AVG protection
Step 2 of 7: Schedule regular scans and updates
Updates:
How often would you like your AVG protection to be updated?
Every 4 hours (recommended)
Once a day
Scans:
What time would you like your daily scan to take place?
12:00
Enable daily scanning (recommended)
Click Next to see how you can help with AVG threat research
Help
< Back
Next >

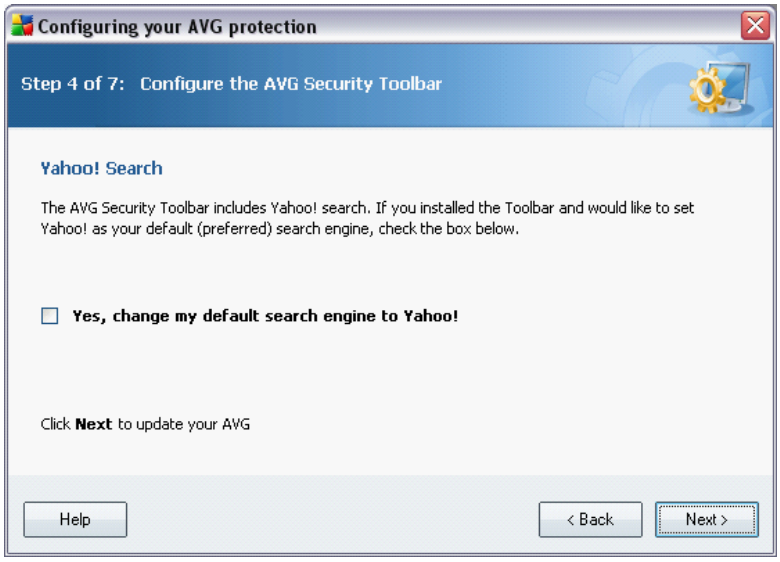
In the ***Schedule regular scans and updates*** dialog set up the interval for new update files accessibility check-up, and define time when the scheduled scan should be launched. It is recommended to keep the default values. Press the ***Next*** button to continue.

6.3. Help us to identify new online threats


AVG First Run Wizard
Step 3 of 7: Help us to identify new threats
By checking this box, you give us permission to collect detected threats you might have encountered. This way you help us maintain the virus databases, and improve our service to you.
No personally-identifiable information is collected.
Read AVG Privacy Policy
Yes, I agree to provide information about potentially dangerous websites to AVG
Click Next to configure AVG Security Toolbar
Help
< Back
Next >

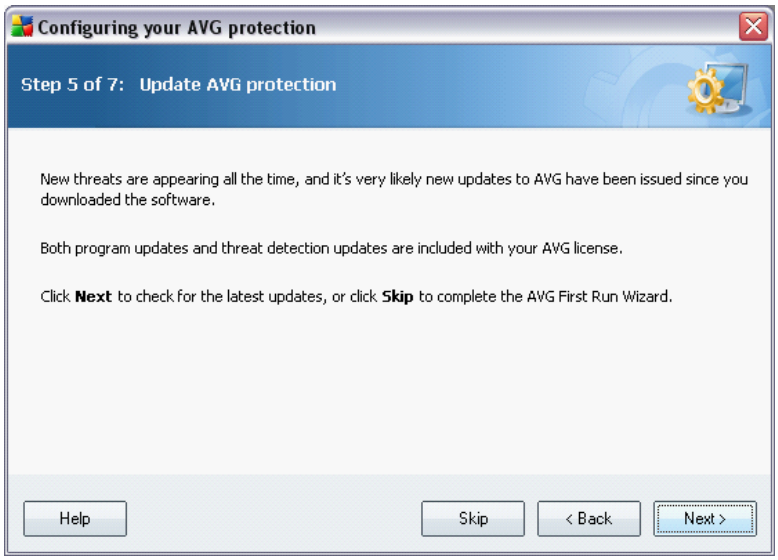
In the ***Help us to identify new threats*** dialog decide whether you want to activate the option of reporting of exploits and bad sites found by users either via ***AVG Surf-Shield / AVG Search-Shield*** features of the ***LinkScanner*** component to feed the database collecting information on malicious activity on the web. It is recommended to keep the default value and have the reporting activated. Press the ***Next*** button to continue.

6.4. Configure the AVG Security Toolbar


Configuring your AVG protection
Step 4 of 7: Configure the AVG Security Toolbar
Yahoo! Search
The AVG Security Toolbar includes Yahoo! search. If you installed the Toolbar and would like to set Yahoo! as your default (preferred) search engine, check the box below.
Yes, change my default search engine to Yahoo!
Click Next to update your AVG
Help
< Back
Next >

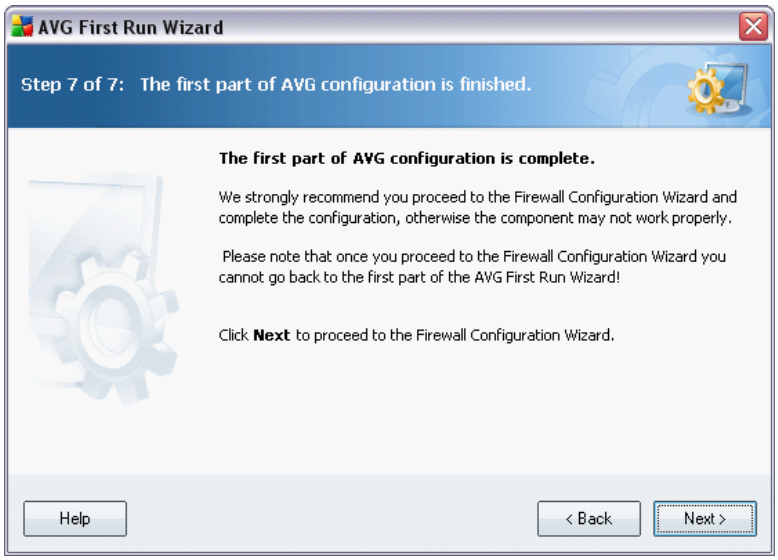
In the ***Configure the AVG Security Toolbar*** dialog you can tick the check box to define you want Yahoo! to become your default search engine.

6.5. Update AVG protection


Configuring your AVG protection
Step 5 of 7: Update AVG protection
New threats are appearing all the time, and it's very likely new updates to AVG have been issued since you downloaded the software.
Both program updates and threat detection updates are included with your AVG license.
Click Next to check for the latest updates, or click Skip to complete the AVG First Run Wizard.
Help
Skip
< Back
Next >

The ***Update AVG protection*** dialog will automatically check and download the latest AVG updates. Click on the ***Next*** button to download the latest update files and perform the update.

6.6. AVG Configuration finished


AVG First Run Wizard
Step 7 of 7: The first part of AVG configuration is finished.
The first part of AVG configuration is complete.
We strongly recommend you proceed to the Firewall Configuration Wizard and complete the configuration, otherwise the component may not work properly.
Please note that once you proceed to the Firewall Configuration Wizard you cannot go back to the first part of the AVG First Run Wizard!
Click Next to proceed to the Firewall Configuration Wizard.
Help
< Back
Next >

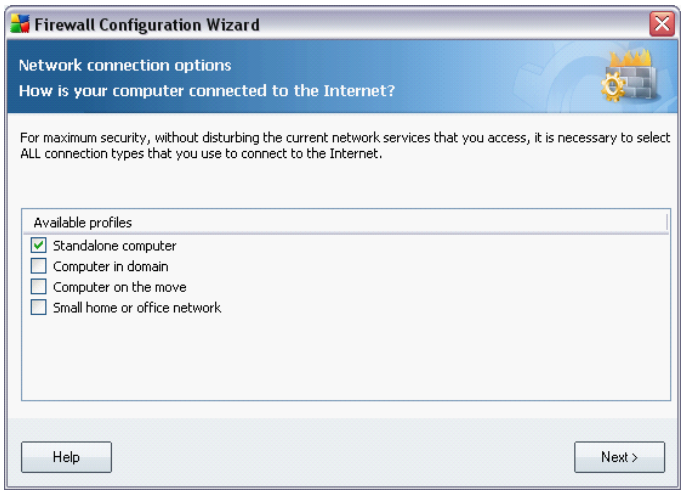
Now your **AVG 8.5 Internet Security** has been configured; press the ***Finish*** button to start working with AVG.

7. Firewall Configuration Wizard

Firewall Configuration Wizard launches automatically right after the **AVG 8.5 Internet Security** installation. Though you can configure the component's parameters later on, it is recommended that you take the wizard's tour to ensure the ***Firewall*** works properly.

Firewall Configuration Wizard can also be called directly from the Firewall interface by pressing the ***Configuration wizard*** button.

7.1. Network Connection Options


Firewall Configuration Wizard
Network connection options
How is your computer connected to the Internet?
For maximum security, without disturbing the current network services that you access, it is necessary to select ALL connection types that you use to connect to the Internet.
Available profiles
Standalone computer
Computer in domain
Computer on the move
Small home or office network
Help
Next >

In this dialog, the ***Firewall Configuration Wizard*** asks how your computer is connected to the Internet. For instance, your notebook, that connects to the Internet from many different locations (*airports, hotel rooms, etc.*) requires security rules that are stricter than those of a computer in a domain (*company network, etc.*). Based on the selected connection type the ***Firewall*** default rules will be defined with a different security level.

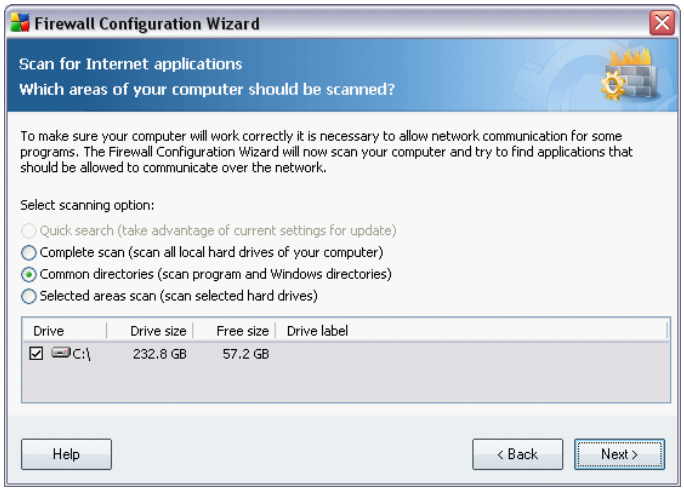
You have three options to select from:

- ***Standalone computer***
- ***Computer in domain*** (company network)
- ***Computer on the move*** (typically a notebook)

- ***Small home or office network***

In this dialog please choose the connection type(s), that suit your normal computer usage. You can tick more than one choice that corresponds to your current usage. Confirm your selection by pressing the ***Next*** button and proceed to the next dialog.

7.2. Scan for Internet Applications


Firewall Configuration Wizard
Scan for Internet applications
Which areas of your computer should be scanned?
To make sure your computer will work correctly it is necessary to allow network communication for some programs. The Firewall Configuration Wizard will now scan your computer and try to find applications that should be allowed to communicate over the network.
Select scanning option:
Quick search (take advantage of current settings for update)
Complete scan (scan all local hard drives of your computer)
Common directories (scan program and Windows directories)
Selected areas scan (scan selected hard drives)
Drive
Drive size
Free size
Drive label
C:\
232.8 GB
57.2 GB
Help
< Back
Next >

To set the initial ***Firewall*** configuration it is necessary to scan your computer and define all applications and system services that need to communicate over the network. Initial ***Firewall*** rules should be created for all those applications and services.

Note: *The wizard detects all generally known applications communicating over the network, and defines rules for these applications. However, it will not detect all such applications.*

Within the ***Scan for Internet applications*** dialog you have to decide whether you want to run:

- ***Quick search*** - text this option is only active if you have configured the ***Firewall*** previously, and only applications that are currently saved within the existing ***Firewall*** configuration will be searched for. New default configuration (i.e. manufacturer recommended) will then be applied to these. Please note that no new applications will be detected! We recommend this option if you already have ***Firewall*** rules defined, and want to avoid repeating the whole scanning process.

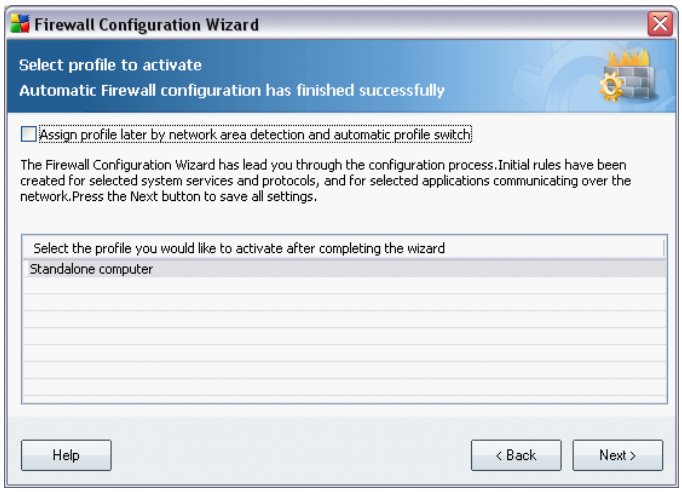
- ***Complete scan*** - scan all local hard drives of your computer
- ***Common directories*** - (*by default*) scan program and Windows directories only, scanning time is significantly shorter
- ***Selected areas scan*** - specify selected hard drives to be scanned

7.3. Select Profile to Activate

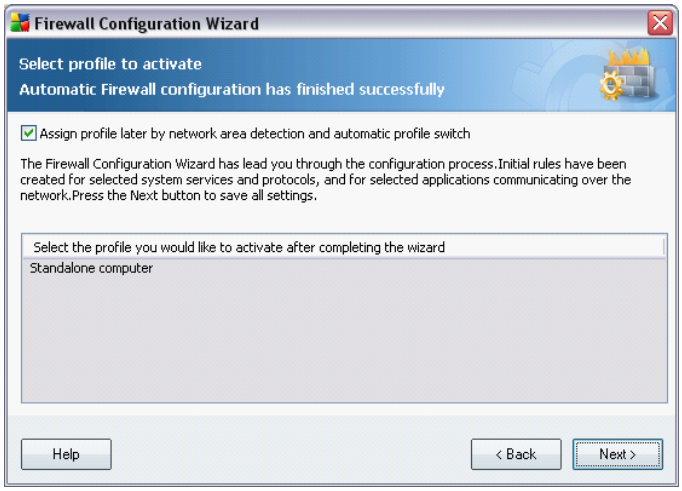
The ***Select profile to activate*** dialog informs you about the ***Firewall*** configuration set up in the previous dialogs.

Before closing the ***Firewall Configuration Wizard*** it is necessary that you select a profile you want to use on your computer. You can choose from up to three options (standalone computer, computer in domain, and computer on the move) based on the connection parameters you have specified in the first dialog (***Network Connection Options***) of this wizard. You can then later on switch between the pre-defined ***Firewall*** profiles according to the current state of your computer.

At the moment simply select the desired profile from the list and activate it by pressing the ***Next*** button:

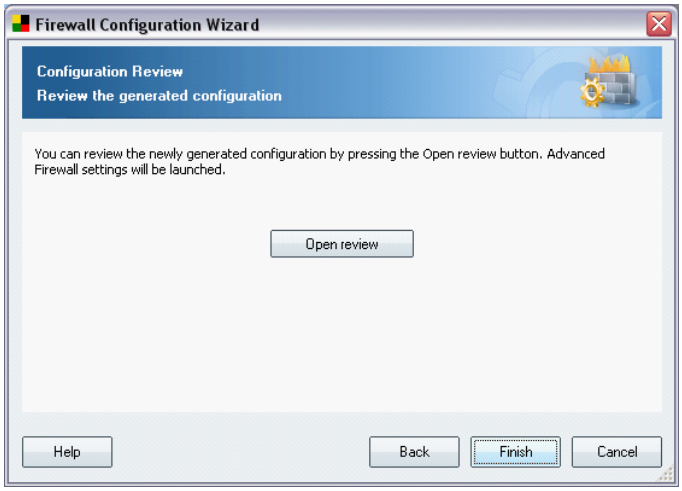

Firewall Configuration Wizard
Select profile to activate
Automatic Firewall configuration has finished successfully
Assign profile later by network area detection and automatic profile switch
The Firewall Configuration Wizard has lead you through the configuration process.Initial rules have been created for selected system services and protocols, and for selected applications communicating over the network.Press the Next button to save all settings.
Select the profile you would like to activate after completing the wizard
Standalone computer
Help
< Back
Next >

If you do not want to set up the profiles manually you can switch on the function of profile's automatic detection. In that case ***Firewall*** will automatically select the most appropriate profile based on where and how your computer currently connects to the network. The automatic profile selection guarantees maximum security! To select this option, tick the ***Assign profile later by network area detection and automatic profile switch*** item in the upper part of the dialog:


Firewall Configuration Wizard
Select profile to activate
Automatic Firewall configuration has finished successfully
Assign profile later by network area detection and automatic profile switch
The Firewall Configuration Wizard has lead you through the configuration process.Initial rules have been created for selected system services and protocols, and for selected applications communicating over the network.Press the Next button to save all settings.
Select the profile you would like to activate after completing the wizard
Standalone computer
Help
< Back
Next >

This way the profile list will get deactivated and you just press the ***Next*** button to continue to the following wizard's dialog.

7.4. Configuration Review



The ***Configuration Review*** dialog closes the ***Firewall Configuration Wizard***. Press the ***Finish*** button to finalize the ***Firewall***'s initial settings. If you would like to see a review of set up parameters, or to continue with the detailed configuration of the ***Firewall*** component press the ***Open review*** button to switch to the ***Firewall Settings*** editing interface.

8. After Installation

8.1. Product Registration

Having finished the **AVG 8.5 Internet Security** installation, please register you product online on the AVG website, ***Registration*** page (*follow the instruction provided directly in the page*). After the registration you will be able to gain full access to your AVG User account, the AVG Update newsletter, and other services provided exclusively for registered users.

8.2. Access to User Interface

The ***AVG User Interface*** is accessible in several ways:

- double-click the AVG icon on the system tray
- double-click the AVG icon on the desktop
- from the menu ***Start/All Programs/AVG 8.0/AVG User Interface***

8.3. Scanning of the whole computer

There is a potential risk that a computer virus has been transmitted to your computer prior to **AVG 8.5 Internet Security** installation. For this reason you should run a ***Scan of the whole computer*** to make sure there are no infections on your PC.

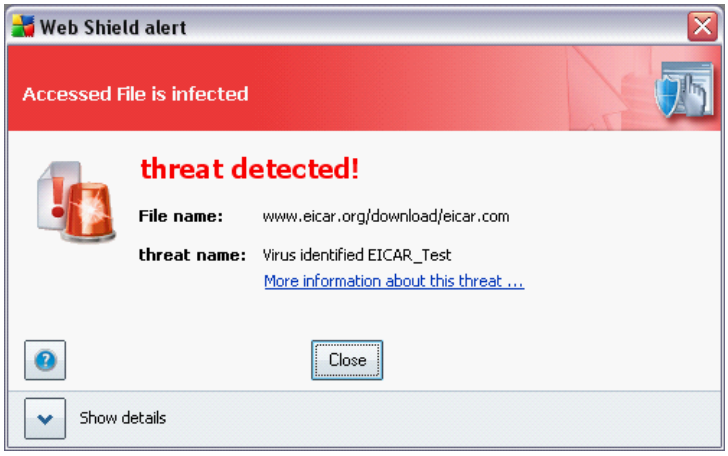
For instructions on running a ***Scan of the whole computer*** please consult the chapter ***AVG Scanning*** .

8.4. Eicar Test

To confirm that **AVG 8.5 Internet Security** has been installed correctly you can perform the EICAR test.

The EICAR test is a standard and absolutely safe method used to test antivirus system functioning. It is safe to pass around, because it is not an actual virus, and does not include any fragments of viral code. Most products react to it as if it were a virus (*though they typically report it with an obvious name, such as "EICAR-AV-Test"*). You can download the EICAR virus from the EICAR website at www.eicar.com, and you will also find all necessary EICAR test information there.

Try to download the ***eicar.com*** file, and save it on your local disk. Immediately after you confirm downloading of the test file, the ***Web Shield*** will react to it with a warning. This ***Web Shield*** notice demonstrates that AVG is correctly installed on your computer.



If AVG fails to identify the EICAR test file as a virus, you should check the program configuration again!

8.5. AVG Default Configuration

The default configuration (*i.e. how the application is set up right after installation*) of **AVG 8.5 Internet Security** is set up by the software vendor so that all components and functions are tuned up to achieve optimum performance.

Unless you have a real reason to do so, do not change the AVG configuration! Changes to settings should only be performed by an experienced user.

Some minor editing of AVG components settings is accessible directly from the specific component user interface. If you feel you need to change the AVG configuration to better suit your your needs, go to ***AVG Advanced Settings***: select the system menu item ***Tools/Advanced settings*** and edit the AVG configuration in the newly opened ***AVG Advanced Settings*** dialog.

9. AVG User Interface

AVG 8.5 Internet Security open with the main window:

The main window is divided into several sections:

- ***System Menu*** *(top system line in the window)* is the standard navigation that allows you to access all AVG components, services, and features - details >>
- ***Security Status Info*** *(upper section of the window)* provides you with information on the current status of your AVG program - details >>
- ***Quick Links*** *(left section of the window)* allow you to quickly access the most important and most frequently used AVG tasks - details >>
- ***Components Overview*** *(central section of the window)* offer an overview of all installed AVG components - details >>

- ***Statistics*** *(left bottom section of the window)* provide you with all statistical data regarding the programs operation - details >>

- ***System Tray Icon*** *(bottom right corner of the monitor, on the system tray)* indicates the AVG current status - details >>

9.1. System Menu

The ***System menu*** is the standard navigation used in all Windows applications. It is located horizontally in the very top part of the **AVG 8.5 Internet Security** main window. Use the system menu to access specific AVG components, feature, and services.

The system menu is divided into five main sections:

9.1.1. File

- ***Exit*** - closes the **AVG 8.5 Internet Security** 's user interface. However, the AVG application will continue running in the background and your computer will still be protected!

9.1.2. Components

The ***Components*** item of the system menu includes links to all installed AVG components, opening their default dialog page in the user interface:

- ***System overview*** - switch to the default user interface dialog with the overview of all installed components and their status

- ***Anti-Virus*** - opens the default page of the ***Anti-Virus*** component

- ***Anti-Rootkit*** - opens the default page of the ***Anti-Rootkit*** component

- ***Anti-Spyware*** - opens the default page of the ***Anti-Spyware*** component

- ***Firewall*** - opens the default page of the ***Firewall*** component

- ***System Tools*** - opens the default page of the ***System Tools***

- ***Anti-Spam*** - opens the default page of the ***Anti-Spam*** component

- ***E-mail Scanner*** - opens the default page of the ***E-mail Scanner*** component

- ***License*** - opens the default page of the ***License*** component

- ***LinkScanner*** - opens the default page of the ***LinkScanner*** component
- ***Web Shield*** - opens the default page of the ***Web Shield*** component
- ***Resident Shield*** - opens the default page of the ***Resident Shield*** component
- ***Update Manager*** - opens the default page of the ***Update Manager*** component

9.1.3. History

- ***Scan results*** - switches to the AVG testing interface, specifically to the ***Scan Results Overview*** dialog
- ***Resident Shield Detection*** - open a dialog with an overview of threats detected by ***Resident Shield***
- ***E-mail Scanner Detection*** - open a dialog with an overview of mail messages attachments detected as dangerous by the ***E-mail Scanner*** component
- ***Web Shield findings*** - open a dialog with an overview of threats detected by ***Web Shield***
- ***Virus Vault*** - opens the interface of the quarantine space (***Virus Vault***) to where AVG removes all detected infections that cannot be healed automatically for some reason. Inside this quarantine the infected files are isolated and your computer's security is guaranteed, and at the same time the infected files are stored for possible future repair.
- ***Event History Log*** - opens the history log interface with an overview of all logged **AVG 8.5 Internet Security** actions.
- ***Firewall*** - opens the Firewall settings interface on the ***Logs*** tab with a detailed overview of all Firewall actions

9.1.4. Tools

- ***Scan computer*** - switches to the AVG scanning interface and launches a scan of the whole computer
- ***Scan selected folder*** - switches to the AVG scanning interface and allows you to define within the tree structure of your computer which files and folders should be scanned
- ***Scan file*** - allows you to run an on-demand test over a single file selected from

the tree structure of your disk

- ***Update*** - automatically launches the update process of **AVG 8.5 Internet Security**

- ***Update from directory*** - runs the update process from the update files located in a specified folder on your local disk. However, this option is only recommended as an emergency, e.g. in situations where there is no connection to the Internet (*for example, your computer is infected and disconnected from the Internet; your computer is connected to a network with no access to the Internet, etc.*). In the newly opened window select the folder where you have previously placed the update file, and launch the update process.

- ***Advanced settings*** - opens the ***AVG advanced settings*** dialog where you can edit the **AVG 8.5 Internet Security** configuration. Generally, it is recommended to keep the default settings of the application as defined by the software vendor.

- ***Firewall settings*** - open a standalone dialog for advanced configuration of the ***Firewall*** component

9.1.5. Help

- ***Contents*** - opens the AVG help files

- ***Get Help Online*** - opens the AVG website at the customer support center page

- ***Your AVG Web*** - opens the AVG homepage (at www.avg.com)

- ***About Viruses and Threats*** - opens the online ***Virus Encyclopedia*** where you can look up detailed information on the identified virus

- ***Reactivate*** - opens the ***Activate AVG*** dialog with the data you have entered in the ***Personalize AVG*** dialog of the installation process. Within this dialog you can enter your license number to either replace the sales number (*the number you have installed AVG with*), or to replace the old license number (*e. g. when upgrading to a new AVG product*).

- ***Register now*** - connects to the registration website at www.avg.com. Please fill in your registration data; only customers who register their AVG product can receive free technical support.

- ***About AVG*** - opens the ***Information*** dialog with five tabs providing data on program name, program and virus database version, system info, license

agreement, and contact information of ***AVG Technologies CZ***.

9.2. Security Status Info

The ***Security Status Info*** section is located in the upper part of the AVG main window. Within this section you will always find information on the current security status of your **AVG 8.5 Internet Security** . Please see an overview of icons possibly depicted in this section, and their meaning:

The green icon indicates that your AVG is fully functional. Your computer is completely protected, up to date and all installed components are working properly.

The orange icon warns that one or more components are incorrectly configured and you should pay attention to their properties/settings. There is no critical problem in AVG and you have probably decided to switch some component off for some reason. You are still protected by AVG. However, please pay attention to the problem component's settings! Its name will be provided in the ***Security Status Info*** section.

This icon also appears if for some reason you have decided to ignore a component's error status (the "***Ignore component state***" option is available from the context menu opened by a right-click over the respective component's icon in the component overview of the AVG main window). You may need to use this option in a specific situation but it is strictly recommended to switch off the "***Ignore component state***" option as soon as possible.

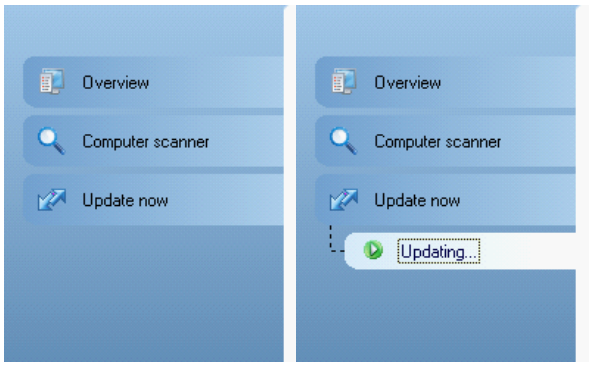
The red icon indicates that AVG is in critical status! One or more components does not work properly and AVG cannot protect your computer. Please pay immediate attention to fixing the reported problem. If you are not able to fix the error yourself, contact the AVG technical support team.

It is strongly recommended that you pay attention to ***Security Status Info*** and in case the report indicates any problem, go ahead and try to solve it immediately. Otherwise your computer is at risk!

Note: *AVG status information can also be obtained at any moment from the system tray icon.*

9.3. Quick Links

Quick links *(in the left section of the AVG User Interface)* allow you to immediately access the most important and most frequently used AVG features:



- ***Overview*** - use this link to switch from any currently opened AVG interface to the default one with an overview of all installed components - see chapter ***Components Overview >>***
- ***Computer scanner*** - use this link to open the AVG scanning interface where you can run tests directly, schedule scans, or edit their parameters - see chapter ***AVG Tests >>***
- ***Update now*** - this link open the updating interface, and launches the AVG update process immediately - see chapter ***AVG Updates >>***

These links are accessible from the user interface at all times. Once you use a quick link to run a specific process, the GUI will switch to a new dialog but the quick links are still available. Moreover, the running process is further graphically depicted - *see picture 2*.

9.4. Components Overview

The ***Components Overview*** section is located in the central part of the AVG User Interface. The section is divided into two parts:

- Overview of all installed components consisting of a panel with the component's icon and the information of whether the respective component is active or inactive
- Description of a selected component

Within the **AVG 8.5 Internet Security** the ***Components Overview*** section contains information on the following components:

- ***Anti-Virus*** ensures that your computer is protected from viruses trying to enter your computer - details >>
- ***Anti-Spyware*** scans your applications in the background as you run them - details >>
- ***Anti-Spam*** checks all incoming e-mail messages and marks unwanted e-mails as SPAM - details >>
- ***Anti-Rootkit*** detects programs and technologies trying to camouflage malware - details >>
- ***System Tools*** offers a detailed summary of the AVG environment - details >>
- ***Firewall*** controls how your computer exchanges data with other computers on the Internet or local network - details >>

- ***E-mail Scanner*** checks all incoming and outgoing mail for viruses - details >>
- ***License*** provides full wording of the AVG License Agreement - details >>
- ***LinkScanner*** checks the search results displayed in your internet browser - details >>
- ***Web Shield*** scans all data being downloaded by a web browser - details >>
- ***Resident Shield*** runs in the background and scans files as they are copied, opened or saved - details >>
- ***Update Manager*** controls all AVG updates - details >>

Single-click any component's icon to highlight it within the components overview. At the same time, the component's basic functionality description appears in the bottom part of the user interface. Double-click the icon to open the components own interface with a list of basic statistical data.

Right-click you mouse over a component's icon to expand a context menu: besides opening the component's graphic interface you can also select to ***Ignore component state***. Select this option to express you are aware of the component's error state but for some reason you wish to keep your AVG so and you do not want to be warned by the grey color of the system tray icon.

9.5. Statistics

The ***Statistics*** section is located in the left bottom part of the AVG User Interface. It offers a list of information regarding the program's operation:

- ***Last scan*** - provides the date when the last scan was performed
- ***Last update*** - provides the date when the last update was launched
- ***Virus DB*** - informs you about the currently installed version of the virus database
- ***AVG version*** - informs you about the AVG version installed *(the number is in the form of 8.0.xx, where 8.0 is the product line version, and xx stands for the number of the build)*
- ***License expires*** - provides the date of your AVG license expiration

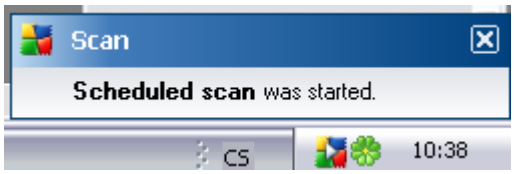
9.6. System Tray Icon

System Tray Icon (*on your Windows taskbar*) indicates the current status of your **AVG 8.5 Internet Security** . It is visible at all times on your system tray, no matter whether your AVG main window is opened or closed.

If in full color , the ***System Tray Icon*** indicates that all AVG components are active and fully functional. Also, AVG system tray icon can be displayed in full color if AVG is in error state but you are fully aware of this situation and you have deliberately decided to ***Ignore the component state***.

A gray icon coloring with an exclamation mark indicates a problem (inactive component, error status, etc.). Double-click the ***System Tray Icon*** to open the main window and edit a component.

The system tray icon further informs on current AVG activities and possible status changes in the program (*e.g. automatic launch of a scheduled scan or update, Firewall profile switch, a component's status change, error status occurrence, ...*) via a pop-up window opened from the AVG system tray icon:



The ***System Tray Icon*** can also be used as a quick link to access the AVG main window at any time - double click on the icon. By right-click on the ***System Tray Icon*** you open a brief context menu with the following options:

- ***Open AVG User Interface*** - click to open the AVG User Interface
- ***Update*** - launches an immediate update
- ***Exit*** - click to close AVG *(You only close the user interface, AVG continues to run in the background and your computer is still fully protected!)*

10. AVG Components

10.1. Anti-Virus

10.1.1. Anti-Virus Principles

The antivirus software's scanning engine scans all files and file activity (opening/closing files, etc.) for known viruses. Any detected virus will be blocked from taking any action and will then be cleaned or quarantined. Most antivirus software also uses heuristic scanning, where files are scanned for typical virus characteristics, so called viral signatures. This means that the antivirus scanner can detect a new, unknown virus, if the new virus contains some typical characteristics of existing viruses.

The important feature of antivirus protection is that no known virus can run on the computer!

Where just a single technology might fall short of detecting or identifying a virus, ***Anti-Virus*** combines several technologies to ensure that your computer is protected from viruses:

- Scanning - searching for character strings that are characteristic of a given virus
- Heuristic analysis - dynamic emulation of the scanned object's instructions in a virtual computer environment
- Generic detection - detection of instructions characteristic of the given virus/group of viruses

AVG is also able to analyze and detect executable applications or DLL libraries that could be potentially unwanted within the system. We call such threats Potentially Unwanted Programs (various kinds of spyware, adware etc.). Furthermore, AVG scans your system registry for suspicious entries, temporary Internet files and tracking cookies, and allows you to treat all potentially harmful items in the same way as any other infection.

10.1.2 Anti-Virus Interface

AVG Internet Security
File Components History Tools Help
AVG Internet Security
You are protected.
All security features are working correctly and are up to date.
Overview
Anti-Virus
Computer scanner
Update now
Anti-Virus Component
Anti-Virus detects viruses, worms and trojans as well as executable files or DLL libraries that could be potentially unwanted within your system. Anti-Virus also holds the internal virus database, and therefore it is crucial that you keep the Anti-Virus component up-to-date to maintain the maximum level of protection.
Anti-Virus component is active.
Infection definitions: 1596338
Latest database update: 22. října 2008, 9:23
Database version: 270.8.2/1739
Statistics
Last scan: 22.10.08, 12:00
Last update: 22.10.08, 11:59
Virus DB: 270.8.2/1739
AVG version: 8.0.206
License expires: 1.1.2018
Show notification
Back

The ***Anti-Virus*** component's interface provides some basic information on the component's functionality, information on the component's current status (*Anti-Virus component is active.*), and a brief overview of ***Anti-Virus*** statistics:

- ***Infection definitions*** - number provides the count of viruses defined in the up-to-date version of the virus database
- ***Latest database update*** - specifies when and at what time the virus database was last updated
- ***Database version*** - defines the number of the latest virus database version; and this number increases with every virus base update

There is just one operating button available within this component's interface (***Back***) - press the button to return to the default AVG user interface (components overview).

Please note: *The software vendor has set up all AVG components to give optimum performance. Unless you have a real reason to do so, do not change the AVG configuration. Any changes to settings should only be performed by an experienced user. If you need to change AVG configuration, select the system menu item* ***Tools / Advanced settings*** *and edit the AVG configuration in the newly opened AVG Advanced Settings dialog.*

10.2. Anti-Spyware

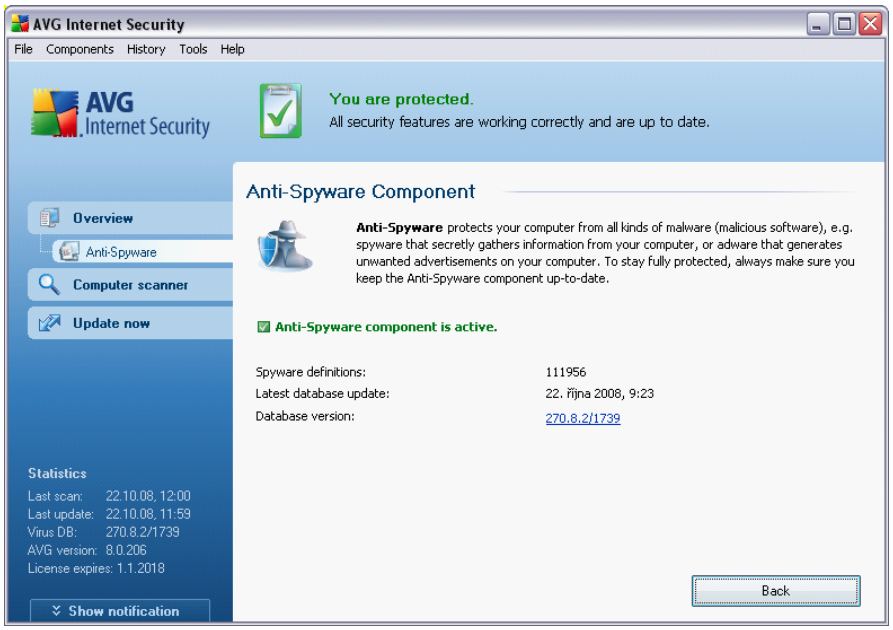
10.2.1. Anti-Spyware Principles

Spyware is usually defined as a type of malware, i.e. software, that gathers information from a user's computer without the user's knowledge or consent. Some spyware applications may also be installed on purpose and often contain advertisements, window pop-ups or different types of unpleasant software.

Currently, the most common source of infection is websites with potentially dangerous content. Other methods of transmission, such as via e-mail or transmission by worms and viruses are also prevalent. The most important protection is to use an always-on background scanner, ***Anti-Spyware***, that works like a resident shield and scans your applications in the background as you run them.

There is also the potential risk that malware has been transmitted to your computer prior to AVG installation, or that you have neglected to keep your **AVG 8.5 Internet Security** up-to-date with the latest database and program updates. For this reason, AVG allows you to fully scan your computer for malware/spyware using the scanning feature. It also detects sleeping and non-active malware, i.e. malware that has been downloaded but not yet activated.

10.2.2. Anti-Spyware Interface


AVG Internet Security
File Components History Tools Help
AVG Internet Security
You are protected.
All security features are working correctly and are up to date.
Anti-Spyware Component
Overview
Anti-Spyware
Computer scanner
Update now
Anti-Spyware protects your computer from all kinds of malware (malicious software), e.g. spyware that secretly gathers information from your computer, or adware that generates unwanted advertisements on your computer. To stay fully protected, always make sure you keep the Anti-Spyware component up-to-date.
Anti-Spyware component is active.
Spyware definitions: 111956
Latest database update: 22. října 2008, 9:23
Database version: 270.8.2/1739
Statistics
Last scan: 22.10.08, 12:00
Last update: 22.10.08, 11:59
Virus DB: 270.8.2/1739
AVG version: 8.0.206
License expires: 1.1.2018
Show notification
Back

The ***Anti-Spyware*** component's interface provides a brief overview on the component's functionality, information on the component's current status (*Anti-Spyware component is active.*), and some ***Anti-Spyware*** statistics:

- ***Spyware definitions*** - number provides the count of spyware samples defined in the latest spyware database version
- ***Latest database update*** - specifies when and at what time the spyware database was updated
- ***Database version*** - defines the number of the latest spyware database version; and this number increases with every virus base update

There is just one operating button available within this component's interface (***Back***) - press the button to return to the default AVG user interface (components overview).

Please note: The *software vendor has set up all AVG components to give optimum performance. Unless you have a real reason to do so, do not change the AVG configuration. Any changes to settings should only be performed by an experienced user. If you need to change AVG configuration, select the system menu item* ***Tools / Advanced settings*** *and edit the AVG configuration in the newly opened AVG Advanced Settings dialog.*

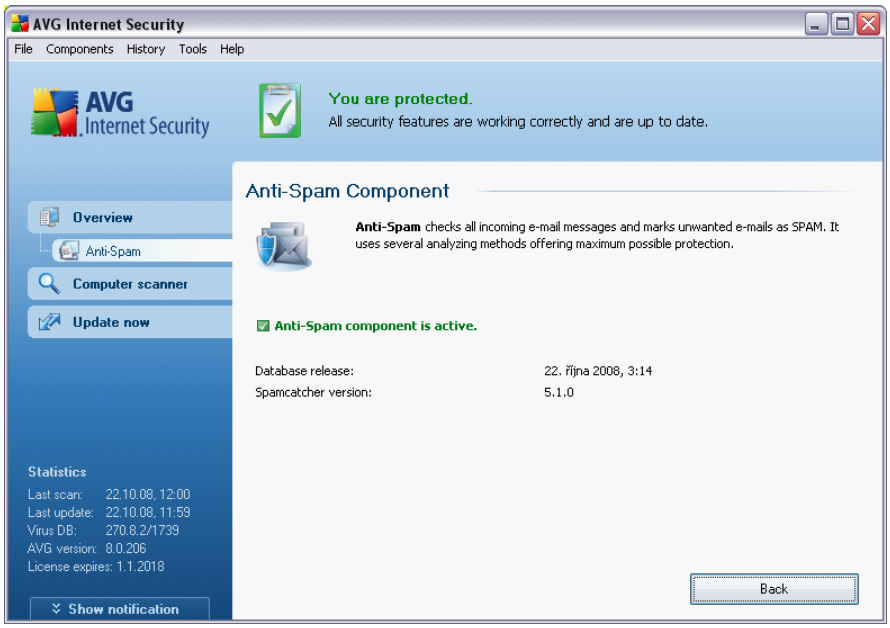
10.3. Anti-Spam

10.3.1. Anti-Spam Principles

Spam refers to unsolicited e-mail, mostly advertising a product or service that is mass mailed to a huge number of e-mail addresses at a time, filling recipients' mail boxes. Spam does not refer to legitimate commercial e-mail for which consumers have given their consent. Spam is not only annoying, but also can often be a source of scams, viruses or offensive content.

Anti-Spam checks all incoming e-mail messages and marks unwanted e-mails as SPAM. It uses several analyzing methods to process each e-mail message, offering maximum possible protection against unwanted e-mail messages.

10.3.2.Anti-Spam Interface


AVG Internet Security
File Components History Tools Help
AVG Internet Security
You are protected.
All security features are working correctly and are up to date.
Overview
Anti-Spam
Computer scanner
Update now
Anti-Spam Component
Anti-Spam checks all incoming e-mail messages and marks unwanted e-mails as SPAM. It uses several analyzing methods offering maximum possible protection.
Anti-Spam component is active.
Database release: 22. října 2008, 3:14
Spamcatcher version: 5.1.0
Statistics
Last scan: 22.10.08, 12:00
Last update: 22.10.08, 11:59
Virus DB: 270.8.2/1739
AVG version: 8.0.206
License expires: 1.1.2018
Show notification
Back

In the ***Anti-Spam*** component's dialog you will find a brief text describing the component's functionality, information on its current status (*Anti-Spam component is active.*), and the following statistics:

- ***Database release*** - specifies when and at what time the spam database was updated and published
- ***Spamcatcher version*** - defines the number of the latest version of the anti-spam engine

There is just one operating button available within this component's interface (***Back***) - press the button to return to the default AVG user interface (components overview).

Please note: *The software vendor has set up all AVG components to give optimum performance. Unless you have a real reason to do so, do not change the AVG configuration. Any changes to settings should only be performed by an experienced user. If you need to change AVG configuration, select the system menu item* ***Tools / Advanced settings*** *and edit the AVG configuration in the newly opened AVG Advanced Settings dialog.*

10.4. Anti-Rootkit

10.4.1. Anti-Rootkit Principles

Anti-Rootkit is a specialized tool detecting and effectively removing dangerous rootkits, i.e. programs and technologies that can camouflage the presence of malicious software on your computer.

A rootkit is a program designed to take fundamental control of a computer system, without authorization by the system's owners and legitimate managers. Access to the hardware is rarely required as a rootkit is intended to seize control of the operating system running on the hardware. Typically, rootkits act to obscure their presence on the system through subversion or evasion of standard operating system security mechanisms. Often, they are also Trojans as well, thus fooling users into believing they are safe to run on their systems. Techniques used to accomplish this can include concealing running processes from monitoring programs, or hiding files or system data from the operating system.

10.4.2. Anti-Rootkit Interface

AVG Internet Security
File Components History Tools Help
AVG Internet Security
You are protected.
All security features are working correctly and are up to date.
Overview
Anti-Rootkit
Computer scanner
Update now
Anti-Rootkit Component
Anti-Rootkit component scans for dangerous rootkits hidden inside applications, drivers or dll libraries. A rootkit is usually a collection of malicious software that allows attacker to gain administrator-level access to a computer or possibly whole network. Rootkits are generally very well hidden in an operating system which makes them hard to detect or remove by regular security tools.
Anti-Rootkit component is active.
Last rootkit search: Not yet scanned
Anti-Rootkit settings
The standard scanning process does not detect or remove rootkits, therefore you should run a manual check with this component to ensure no existing rootkits are installed on your system.
Scan applications
Scan DLL libraries
Scan drivers
Quick rootkit scan
Full rootkit scan
Statistics
Last scan: 22.10.08, 12:00
Last update: 22.10.08, 11:59
Virus DB: 270.8.2/1739
AVG version: 8.0.206
License expires: 1.1.2018
Show notification
Search for rootkits
Save changes
Cancel

The ***Anti-Rootkit*** user interface provides a brief description of the component's functionality, informs on the component's current status (*Anti-Rootkit component is active.*) and also brings information on the last time the ***Anti-Rootkit*** test was

launched.

In the bottom part of the dialog you can find the ***Anti-Rootkit settings*** section where you can set up some elementary functions of the rootkit presence scanning. First, mark up the respective check-boxes to specify objects that should be scanned:

- ***Scan applications***
- ***Scan DLL libraries***
- ***Scan drivers***

Further you can pick the rootkit scanning mode:

- ***Quick rootkit scan*** - scans only the system folder (*typically c:\Windows*)
- ***Full rootkit scan*** - scans all accessible disks except for A: and B:

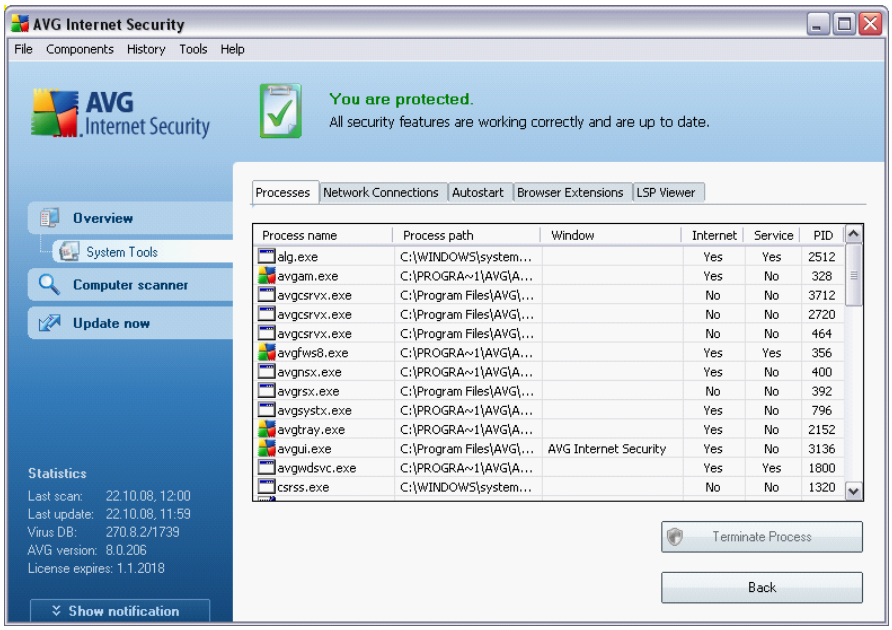
Control buttons available:

- ***Search for rootkits*** - since the rootkit scan is not an implicit part of the ***Scan of the whole computer***, you can run the rootkit scan directly from the ***Anti-Rootkit*** interface using this button
- ***Save changes*** - press this button to save all changes made in this interface and to return to the default ***AVG user interface*** (components overview)
- ***Cancel*** - press this button to return to the default ***AVG user interface*** (components overview) without having saved any changes you made

10.5. System Tools

System Tools refer to tools offering a detailed summary of the **AVG 8.5 Internet Security** environment. The component displays an overview of running processes, applications launched at operating system start up, active network connections, etc. Specific overviews can also be edited but this is only recommended for highly experienced users!

10.5.1. Processes



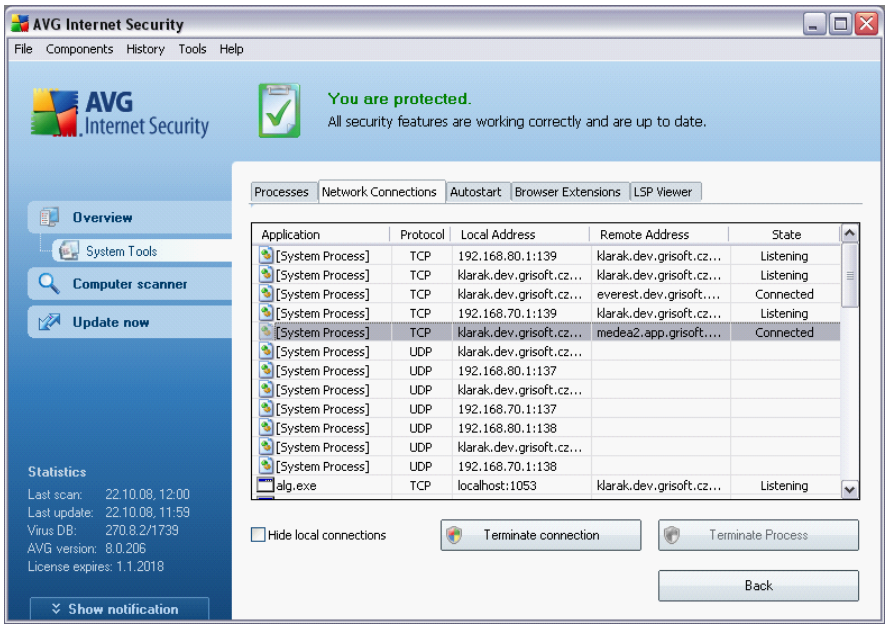
The ***Processes*** dialog contains a list of processes (*i.e. running applications*) that are currently active on your computer. The list is divided into several columns:

- ***Process name*** - name of the running process
- ***Path*** - physical path to the running process
- ***Window*** - if applicable, indicates application Window name
- ***Internet*** - indicates if the running process also connects to the Internet (*Yes/No*)
- ***Service*** - shows if the running process is a service (*Yes/No*)
- ***PID*** - process identification number is a unique Windows internal process identifier

You can select one or more applications and then terminate them by pressing the ***Terminate Process*** button. The ***Back*** button switches you back to the default ***AVG user interface*** (components overview).

We strongly suggest not to terminate any applications, unless you are absolutely sure that they represent a real threat!

10.5.2. Network Connections



The ***Network Connections*** dialog contains a list of currently active connections. The list is divided into the following columns:

- ***Application*** - name of the application related to the connection. This information is only available on Windows XP.
- ***Protocol*** - transmission protocol type used for the connection:
  - TCP - protocol used in conjunction with Internet Protocol (IP) to transmit information over the Internet
  - UDP - alternative to TCP protocol
- ***Local address*** - IP address of the local computer and the port number used
- ***Remote address*** - IP address of the remote computer and the port number connected to. If possible, it will also look up the host name of the remote computer.
- ***State*** - indicates the most probable current state (*Connected, Server should close, Listen, Active close finished, Passive close, Active close*)

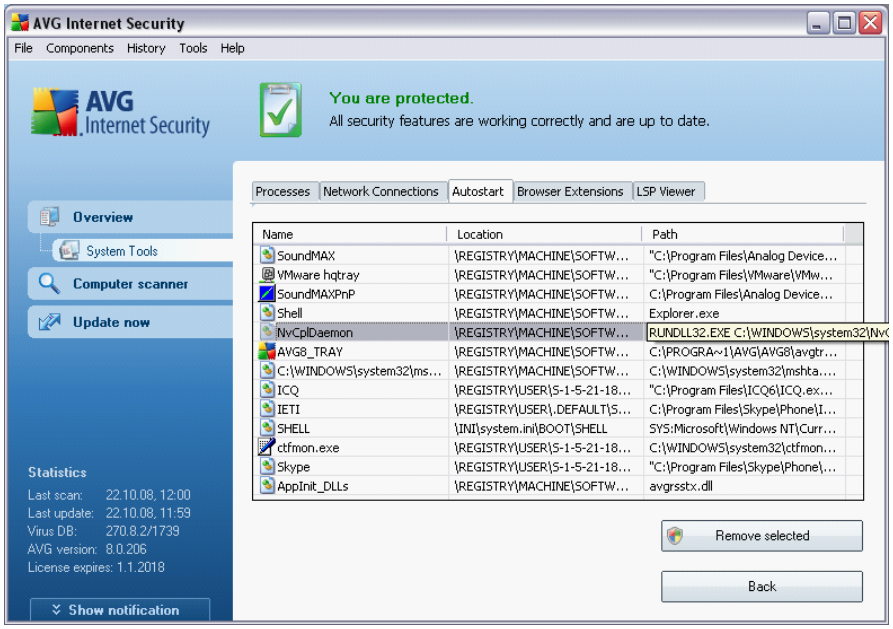
To list only external connections, tick the ***Hide local connections*** checkbox.

The control buttons available are:

- ***Terminate Connection*** - closes one or more connections selected in the list
- ***Terminate Process*** - closes one or more applications related to connections selected in the list (*this button is only available on systems running Windows XP*)
- ***Back*** - switch back to the default ***AVG user interface*** (components overview).

Sometimes it is possible to terminate only applications that are currently in the connected state. We strongly suggest not to terminate any connections, unless you are absolutely sure that they represent a real threat!

10.5.3 Autostart

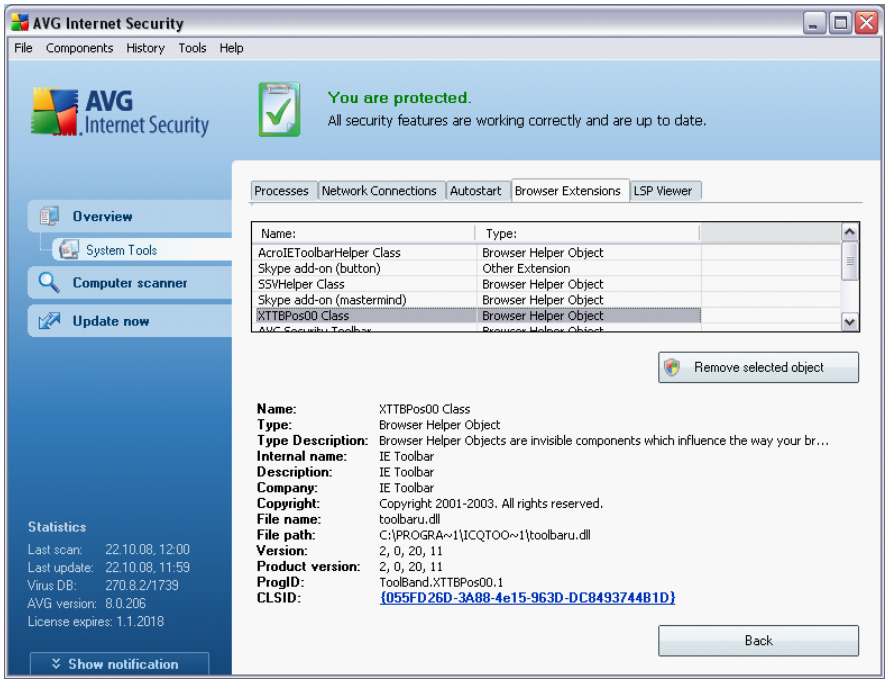


The ***Autostart*** dialog shows a list of all applications that are executed during Windows system start-up. Very often, several malware applications add themselves automatically to the start-up registry entry.

You can delete one or more entries by selecting them and pressing the ***Remove selected*** button. The ***Back*** button switches you back to the default ***AVG user interface*** (components overview).

We strongly suggest not to delete any applications from the list, unless you are absolutely sure that they represent a real threat!

10.5.4 Browser Extensions

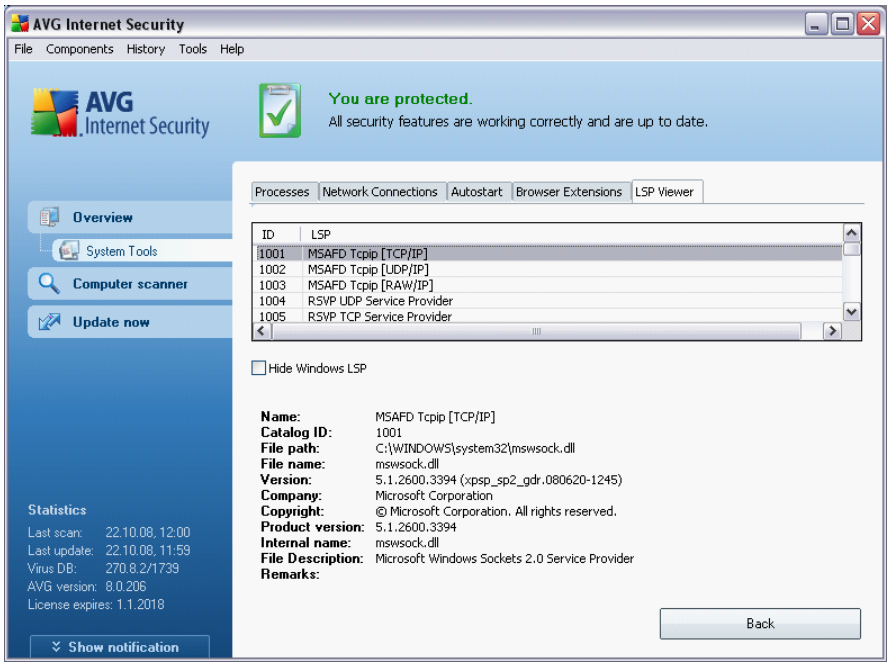


The ***Browser Extensions*** dialog contains a list of plug-ins (*i.e. applications*) that are installed inside your Internet browser. This list may contain regular application plug-ins as well as potential malware programs. Click on an object in the list to obtain more information (*in the bottom section of the dialog*).

We strongly suggest not to delete any plug-ins from the list, unless you are absolutely sure that they represent a real threat!

The ***Back*** button switches you back to the default ***AVG user interface*** (components overview).

10.5.5. LSP Viewer



The ***LSP Viewer*** dialog shows a list of Layered Service Providers (LSP).

A ***Layered Service Provider*** (LSP) is a system driver linked into the networking services of the Windows operating system. It has access to all data entering and leaving the computer, including the ability to modify this data. Some LSPs are necessary to allow Windows to connect you to other computers, including the Internet. However, certain malware applications may also install themselves as an LSP, thus having access to all data your computer transmits. Therefore, this review may help you to check all possible LSP threats.

Under certain circumstances, it is also possible to repair broken LSPs (*for example when the file has been removed but the registry entries remain untouched*). A new button for fixing the issue is displayed once a repairable LSP is discovered.

To include Windows LSP in the list, uncheck the ***Hide Windows LSP*** checkbox. The ***Back*** button switches you back to the default ***AVG user interface*** (components overview).

10.6. Firewall

10.6.1. Firewall Principles

Firewall is a system that enforces an access control policy between two or more networks by blocking/permitting traffic. Firewall contains a set of rules that protect the internal network from attacks originating outside (typically from the Internet) and controls all communication on every single network port. The communication is evaluated according to the defined rules, and then either allowed or forbidden. If Firewall recognizes any intrusion attempts, it "blocks" the attempt and does not allow the intruder access to the computer.

Firewall is configured to allow or deny internal/external communication (both ways, in or out) through defined ports, and for defined software applications. For example, the firewall could be configured to only permit web data to flow in and out using Microsoft Explorer. Any attempt to transmit web data by any other browser would be blocked.

Firewall protects your personally-identifiable information from being sent from your computer without your permission. It controls how your computer exchanges data with other computers on the Internet or local network. Within an organization, the firewall also protects the single computer from attacks initiated by internal users on other computers in the network.

Note: *AVG Firewall is not intended for server platforms!*

How does AVG Firewall work

In AVG, the ***Firewall*** component controls all traffic on every network port of your computer. Based on the defined rules, the ***Firewall*** evaluates applications that are either running on your computer (and want to connect to the Internet/local network), or applications that approach your computer from outside trying to connect to your PC. For each of these applications the ***Firewall*** then either allows or forbids the communication on the network ports. By default, if the application is unknown (i.e. has no defined ***Firewall*** rules), the ***Firewall*** will ask you if you wish to allow or block the communication attempt.

What the Firewall can do:

- Allow or block communication attempts of known applications automatically, or ask you for confirmation

- Use complete profiles with predefined rules, according to your needs
- Keep an archive of all defined profiles and settings
- Switch profiles automatically when connecting to various networks, or using various network adapters

10.6.2. Firewall Profiles

The ***Firewall*** allows you to define specific security rules based on whether your computer is located in a domain, or it is a standalone computer, or even a notebook. Each of these options requires a different level of protection, and the levels are covered by the respective profiles. In short, a ***Firewall*** profile is a specific configuration of ***Firewall*** component, and you can use a number of such predefined configurations.

Available profiles

- ***Allow all*** - a ***Firewall*** system profile that has been pre-set by the manufacturer and is always present. When this profile is activated, all network communication is allowed and no safety policy rules are applied, as if the ***Firewall*** protection was switched off *(i.e. all applications are allowed but packets are still being checked - to completely disable any filtering you need to disable Firewall)*. This system profile cannot be duplicated, deleted, and its settings cannot be modified.
- ***Block all*** - a ***Firewall*** system profile that has been pre-set by the manufacturer and is always present. When this profile is activated, all network communication is blocked, and the computer is neither accessible from outer networks, nor can communicate outside. This system profile cannot be duplicated, deleted, and its settings cannot be modified.
- ***Custom profiles*** - profiles generated through the ***Firewall Configuration Wizard***. The maximum of three custom profiles can be generated through the Wizard:
  - *Standalone computer* – suitable for common desktop home computers connected directly to the Internet.
  - *Computer in domain* – suitable for computers in a local network, e.g. school or corporate network. It is assumed that the network is protected by some additional measures so that the security level can be lower than for a standalone computer.

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- *Small home or office network* – suitable for computers in a small network, e.g. at home or in a small business, typically only several computers connected together, without a "central" administrator.

- *Computer on the move* – suitable for notebooks. It is supposed that, as a handheld travel computer, it connects to the Internet from various unknown and therefore totally insecure places (Internet café, hotel room etc.), and the highest security level is set.

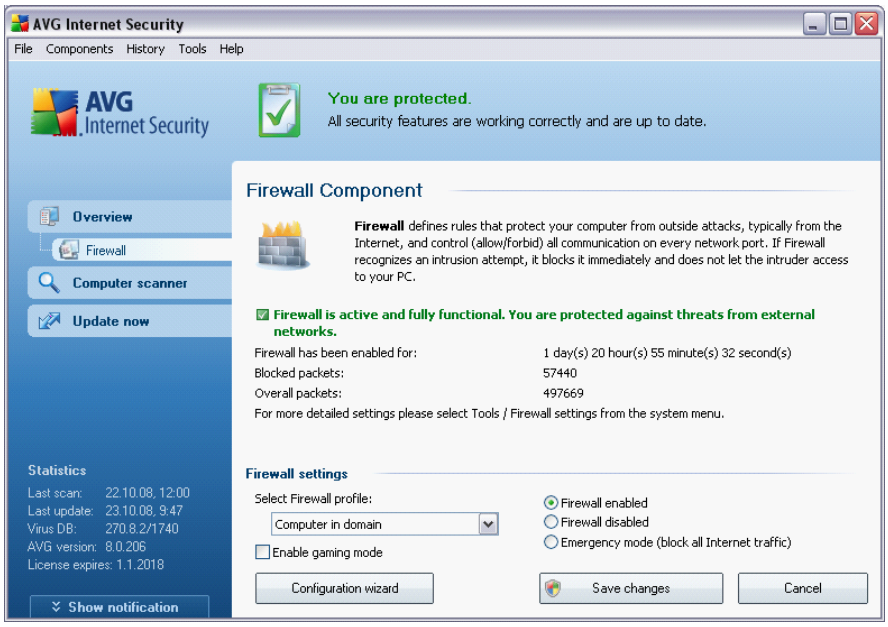
Profile switching

The profile switching feature allows the ***Firewall*** to switch automatically to the defined profile when using a certain network adapter, or when connected to a certain type of network. If no profile has been assigned to a network area yet, then upon next connection to that area, the ***Firewall*** will display a dialog asking you to assign a profile.

You can assign profiles to all local network interfaces or areas and specify further settings in the ***Areas and Adapters Profiles*** dialog, where you can also disable the feature if you do not wish to use it (*then, for any kind of connection, the default profile will be used*).

Typically, users who have a notebook and use various types of connection will find this feature useful. If you have a desktop computer, and only ever use one type of connection (*e.g. cable connection to the Internet*), you do not have to bother with profile switching as most likely you will never use it.

10.6.3. Firewall Interface


AVG Internet Security
File Components History Tools Help
AVG Internet Security
You are protected.
All security features are working correctly and are up to date.
Overview
Firewall
Computer scanner
Update now
Firewall Component
Firewall defines rules that protect your computer from outside attacks, typically from the Internet, and control (allow/forbid) all communication on every network port. If Firewall recognizes an intrusion attempt, it blocks it immediately and does not let the intruder access to your PC.
Firewall is active and fully functional. You are protected against threats from external networks.
Firewall has been enabled for: 1 day(s) 20 hour(s) 55 minute(s) 32 second(s)
Blocked packets: 57440
Overall packets: 497669
For more detailed settings please select Tools / Firewall settings from the system menu.
Statistics
Last scan: 22.10.08, 12:00
Last update: 23.10.08, 9:47
Virus DB: 270.8.2/1740
AVG version: 8.0.206
License expires: 1.1.2018
Show notification
Firewall settings
Select Firewall profile:
Computer in domain
Enable gaming mode
Firewall enabled
Firewall disabled
Emergency mode (block all Internet traffic)
Configuration wizard
Save changes
Cancel

The ***Firewall*** component's interface provides some basic information on the component's functionality, and a brief overview of ***Firewall*** statistics:

- ***Firewall has been enabled for*** - time elapsed since Firewall was last launched
- ***Blocked packets*** - number of blocked packets from the entire amount of packets checked
- ***Overall packets*** - number of all packets checked during the Firewall run

Firewall settings section

- ***Select Firewall profile*** - from the roll-down menu select one of the defined profiles - two profiles are available at all times (the *default profiles named* ***Allow all*** *and* ***Block all***), other profiles were added as you went through the ***Firewall Configuration Wizard*** or by profile editing in the ***Profiles*** dialog in ***Firewall Settings***.
- Firewall status:
  - ***Firewall enabled*** - select this option to allow communication to those applications that are assigned as 'allowed' in the set of rules defined within selected ***Firewall*** profile

- ***Firewall disabled*** - this option switches ***Firewall*** off completely, all network traffic is allowed but not checked!
- ***Emergency mode (block all internet traffic)*** - select this option to block all traffic on every single network port; ***Firewall*** is still running but all network traffic is stopped

- ***Enable gaming mode*** - Check this option to ensure that when running full-screen applications (games, PowerPoint presentations etc.), the ***Firewall*** will not display dialogs asking you whether you want to allow or block communication for unknown applications. In case an unknown application tries to communicate over the network at that time, the ***Firewall*** will allow or block the attempt automatically according to settings in the current profile.

Please note: *The software vendor has set up all AVG components to give optimum performance. Unless you have a real reason to do so, do not change the AVG configuration. Any changes to settings should only be performed by an experienced user. If you need to change Firewall configuration, select the system menu item* ***File / Firewall settings*** *and edit the Firewall configuration in the newly opened* ***Firewall Settings*** *dialog.*

Control buttons available are:

- ***Configuration wizard*** - press the button to launch the ***Firewall configuration wizard*** that will lead you step by step through the ***Firewall*** component configuration
- ***Save changes*** - press this button to save and apply any changes made in this dialog
- ***Cancel*** - press this button to return to the default AVG user interface (*components overview*)

10.7. E-mail Scanner

10.7.1. E-mail Scanner Principles

One of the most common sources of viruses and trojans is via e-mail. Phishing and spam make e-mail an even greater source of risks. Free e-mail accounts are more likely to receive such malicious e-mails (as they rarely employ anti-spam technology), and home users rely quite heavily on such e-mail. Also home users, surfing unknown sites and filling in online forms with personal data (such as their e-mail address) increase exposure to attacks via e-mail. Companies usually use corporate e-mail accounts and

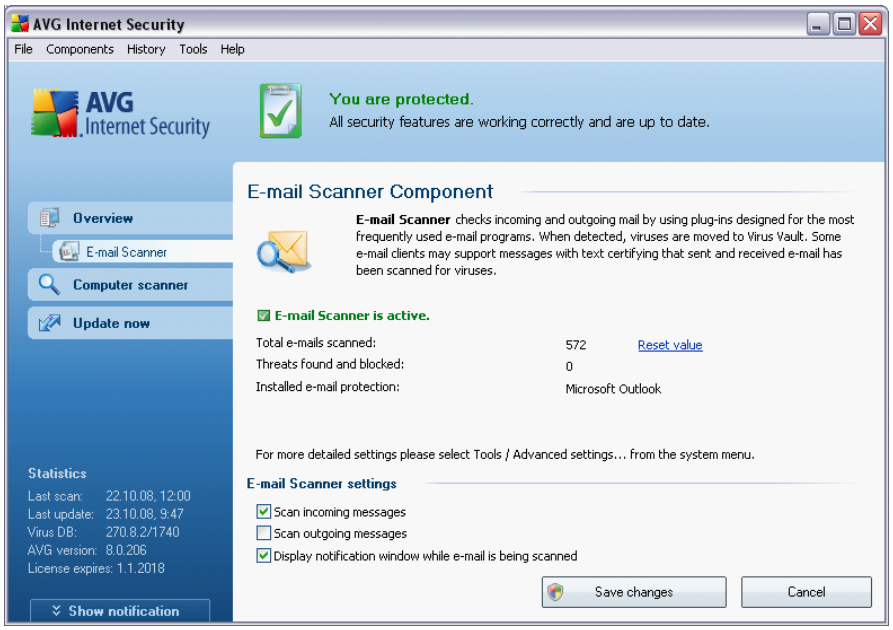
employ anti-spam filters etc, to reduce the risk.

The ***E-mail Scanner*** component checks every e-mail sent or received, providing much needed protection from e-mail borne threats. AVG supports all leading e-mail clients including MS Outlook, The bat!, Eudora and all other SMTP/POP3 based email clients such as Outlook Express. Encrypted connections using SSL are also supported.

Note: *AVG E-mail Scanner is not intended for server platforms!*

When detected, viruses are quarantined in ***Virus Vault*** immediately. Some e-mail clients may support messages with text certifying that sent and received e-mail has been scanned for viruses.

10.7.2.E-mail Scanner Interface


AVG Internet Security
File Components History Tools Help
AVG Internet Security
You are protected.
All security features are working correctly and are up to date.
Overview
E-mail Scanner
Computer scanner
Update now
E-mail Scanner Component
E-mail Scanner checks incoming and outgoing mail by using plug-ins designed for the most frequently used e-mail programs. When detected, viruses are moved to Virus Vault. Some e-mail clients may support messages with text certifying that sent and received e-mail has been scanned for viruses.
E-mail Scanner is active.
Total e-mails scanned: 572 Reset value
Threats found and blocked: 0
Installed e-mail protection: Microsoft Outlook
For more detailed settings please select Tools / Advanced settings... from the system menu.
E-mail Scanner settings
Scan incoming messages
Scan outgoing messages
Display notification window while e-mail is being scanned
Save changes
Cancel
Statistics
Last scan: 22.10.08, 12:00
Last update: 23.10.08, 9:47
Virus DB: 270.8.2/1740
AVG version: 8.0.206
License expires: 1.1.2018
Show notification

In the ***E-mail Scanner*** component's dialog you can find a brief text describing the component's functionality, information on its current status (*E-mail Scanner is active.*), and the following statistics:

- ***Total e-mails scanned*** - how many e-mail messages were scanned since the ***E-mail Scanner*** was last launched (*if needed, this value can be reset; e.g. for statistic purposes - Reset value*)
- ***Threats found and blocked*** - provides the number of infections detected in e-mail messages since the last ***E-mail Scanner*** launch

- ***Installed e-mail protection*** - information about a specific e-mail protection plug-in referring to your default installed e-mail client

Basic component configuration

In the bottom part of the dialog you can find the section named ***E-mail Scanner settings*** where you can edit some elementary features of the component's functionality:

- ***Scan incoming messages*** - check the item to specify that all e-mails delivered to your account should be scanned for viruses (*by default, this item is on, and it is recommended not to change this setting!*)
- ***Scan outgoing messages*** - check the item to confirm all e-mail sent from your account should be scanned for viruses (*by default, this item is off*)
- ***Display notification icon while E-mail is being scanned*** - during the scanning the ***E-mail Scanner*** component displays a notification dialog informing on an actual task the component is processing (*connecting to server, downloading a message, scanning the message, ...*)

The advanced configuration of the ***E-mail Scanner*** component is accessible via the ***File/Advanced settings*** item of the system menu; however advanced configuration is recommended for experienced users only!

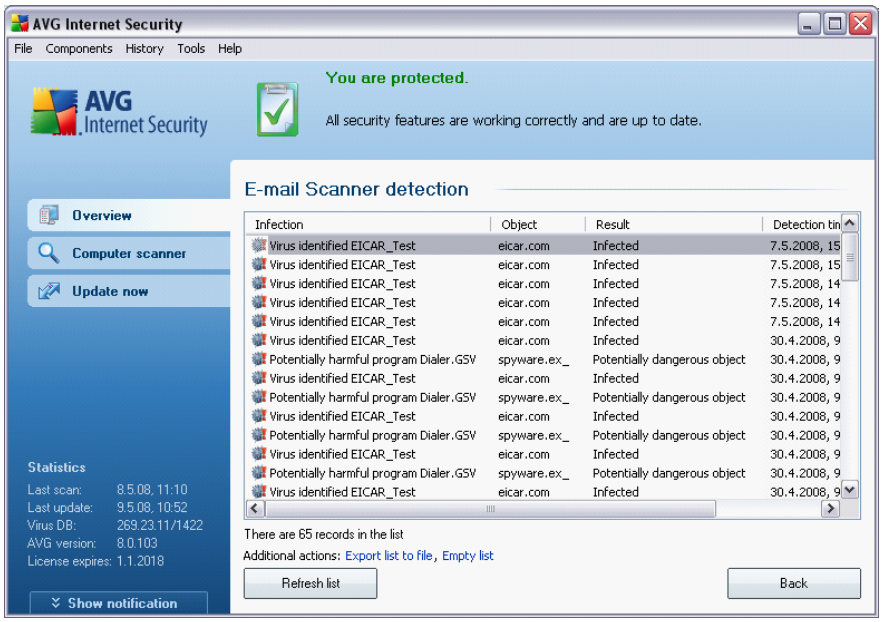
Please note: *The software vendor has set up all AVG components to give optimum performance. Unless you have a real reason to do so, do not change the AVG configuration. Any changes to settings should only be performed by an experienced user. If you need to change AVG configuration, select the system menu item* ***Tools / Advanced settings*** *and edit the AVG configuration in the newly opened AVG Advanced Settings dialog.*

Control buttons

The control buttons available within the ***E-mail Scanner*** interface are as follows:

- ***Save changes*** - press this button to save and apply any changes made in this dialog
- ***Cancel*** - press this button to return to the default AVG user interface (components overview)

10.7.3. E-mail Scanner Detection



In the ***E-mail Scanner detection*** dialog (*accessible via system menu option History / E-mail Scanner detection*) you will be able to see a list of all findings detected by the ***E-mail Scanner*** component. For each detected object the following information is provided:

- ***Infection*** - description (possibly even name) of the detected object
- ***Object*** - object location
- ***Result*** - action performed with the detected object
- ***Object Type*** - type of the detected object

In the bottom part of the dialog, under the list, you will find information on total number of detected objects listed above. Further you can export the entire list of detected objects in a file (***Export list to file***) and delete all entries on detected objects (***Empty list***).

10.8.License

AVG Internet Security
File Components History Tools Help
AVG Internet Security
You are protected.
All security features are working correctly and are up to date.
Overview
License
Computer scanner
Update now
License Component
The License Component manages your current license status. Your license number determines the specific version of AVG you have. Please make sure that you enter and activate your license correctly, otherwise your software will not get updated properly and we will not be able to provide you with technical support.
License component is active. The installed product is AVG Internet Security.
License number:
License type: Full
License expires: 1. ledna 2018
Number of seats: 1
Statistics
Last scan: 22.10.08, 12:00
Last update: 23.10.08, 9:47
Virus DB: 270.8.2/1740
AVG version: 8.0.206
License expires: 1.1.2018
Show notification
License actions
Buy now
Re-activate
Register
Back

In the ***Licence*** component interface you will find a brief text describing the component's functionality, information on its current status (*License component is active.*), and the following information:

- ***License number*** - provides the exact form of your license number. When entering your license number, you have to be absolutely precise and type it exactly as shown. For your comfort, the ***License*** dialog offers the ***Copy license number*** button: press the button to copy the license number into the clipboard, and then you can simply paste it anywhere you like (***CTRL+V***).
- ***License type*** - specifies the product edition defined by your license number.
- ***License expires*** - this date determines the period of validity of your license. If you want to go on using AVG after this date you have to renew your license. The license renewal can be performed online on the AVG website.
- ***Number of seats*** - how many workstations on which you are entitled to install your AVG.

Control buttons

- ***Copy license number*** - press the button to insert the currently used license number into clipboard (*just like with CTRL+C*), and you can paste it wherever needed

- ***Re-activate*** - opens the ***Activate AVG*** dialog with the data you have entered in the ***Personalize AVG*** dialog of the installation process. Within this dialog you can enter your license number to either replace the sales number (*the number you have installed AVG with*), or to replace the old license number (*e. g. when upgrading to a new AVG product*).

- ***Register*** - connects to the registration website at www.avg.com. Please fill in your registration data; only customers who register their AVG product can receive free technical support.

- ***Back*** - press this button to return to the default AVG user interface (components overview)

10.9. Link Scanner

10.9.1. Link Scanner Principles

LinkScanner cooperates with Internet Explorer and Firefox (*1.5 and newer*), and consists of two features: ***AVG Active Surf-Shield*** and ***AVG Search Shield***.

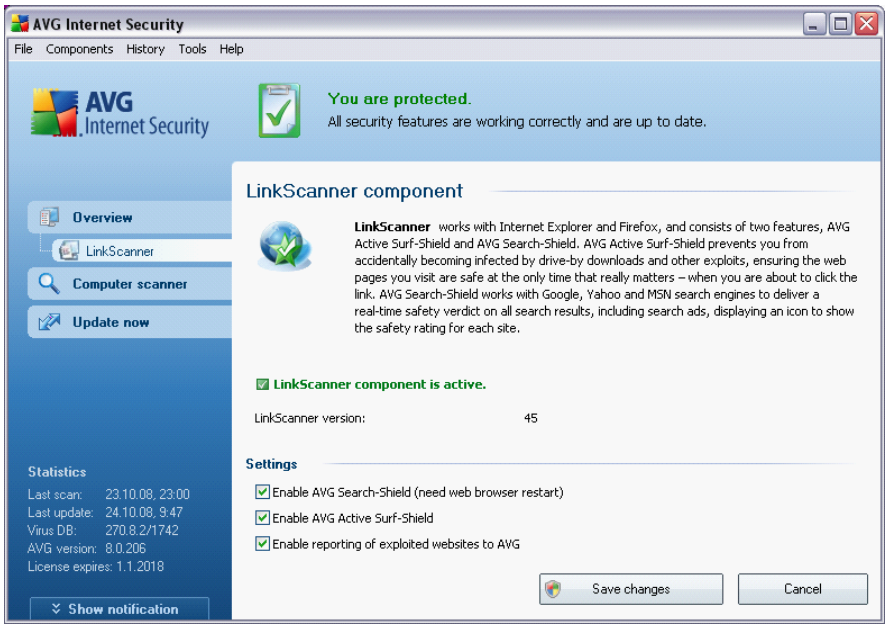
AVG Active Surf-Shield prevents you from accidentally becoming infected by drive-by downloads and other exploits, ensuring the web pages you visit are safe at the only time that really matters - when you are about to click the link.

AVG Search Shield works with Google, Yahoo! and MSN search engines to deliver a real-time safety verdict on all search results, including search ads, displaying an icon to show the safety rating for each site.

Note: *AVG Link Scanner is not intended for server platforms!*

10.9.2 Link Scanner Interface

The ***LinkScanner*** component consists of two parts that you can switch on/off in the ***LinkScanner component*** interface:


AVG Internet Security
File Components History Tools Help
AVG Internet Security
You are protected.
All security features are working correctly and are up to date.
Overview
LinkScanner
Computer scanner
Update now
LinkScanner component
LinkScanner works with Internet Explorer and Firefox, and consists of two features, AVG Active Surf-Shield and AVG Search-Shield. AVG Active Surf-Shield prevents you from accidentally becoming infected by drive-by downloads and other exploits, ensuring the web pages you visit are safe at the only time that really matters – when you are about to click the link. AVG Search-Shield works with Google, Yahoo and MSN search engines to deliver a real-time safety verdict on all search results, including search ads, displaying an icon to show the safety rating for each site.
LinkScanner component is active.
LinkScanner version: 45
Settings
Enable AVG Search-Shield (need web browser restart)
Enable AVG Active Surf-Shield
Enable reporting of exploited websites to AVG
Save changes
Cancel
Statistics
Last scan: 23.10.08, 23:00
Last update: 24.10.08, 9:47
Virus DB: 270.8.2/1742
AVG version: 8.0.206
License expires: 1.1.2018
Show notification

- ***Enable AVG Search-Shield*** - (*on by default*): advisory notifying icons on searches performed in Google, Yahoo or MSN having checked ahead the content of sites returned by the search engine. The browsers supported are Internet Explorer and Firefox.

- ***Enable AVG Active Surf-Shield*** - (*on by default*): active (*real-time*) protection against exploitive sites as they are accessed. Known malicious site connections and their exploitive content is blocked as they are accessed by the user via a web browser (*or any other application that uses HTTP*).

- ***Back reporting of exploiting web sites*** - mark this item to allow back reporting of exploits and bad sites found by users either via ***Safe Surf*** or ***Safe Search*** to feed the database collecting information on malicious activity on the web.

10.9.3 AVG Search-Shield

When searching Internet with the ***AVG Search-Shield*** on, all search results returned from the most popular search engines like Yahoo!, Google, MSN, etc. are evaluated for dangerous or suspicious links. By checking these links and marking the bad links, the

AVG Security Toolbar warns you before you click on dangerous or suspicious links, so you can ensure you only go to safe websites.

While a link is being evaluated on the search results page, you will see a graphic sign next to the link informing that the link verification is in progress. When the evaluation is complete, the respective informative icon will be displayed:

The linked page is safe (*with Yahoo! search engine within AVG Security Toolbar this icon will not be displayed!*).

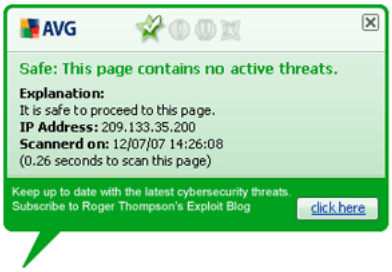
The linked page does not contain threats but is somewhat suspicious (*questionable in origin or motive, therefore not recommended for e-shopping etc.*).

The linked page can be either safe itself, but containing further links to positively dangerous pages; or suspicious in code, though not directly employing any threats at the moment.

The linked page contains active threats! For your own safety, you will not be allowed to visit this page.

The linked page is not accessible, and so could not be scanned.

Hovering over an individual rating icon will display details about the particular link in question. Information include additional details of the threat (if any), the IP address of the link and when the page was scanned by AVG:


AVG
Safe: This page contains no active threats.
Explanation:
It is safe to proceed to this page.
IP Address: 209.133.35.200
Scannerd on: 12/07/07 14:26:08
(0.26 seconds to scan this page)
Keep up to date with the latest cybersecurity threats.
Subscribe to Roger Thompson's Exploit Blog
click here

10.9.4 AVG Active Surf-Shield

This powerful protection will block malicious content of any webpage you try to open, and prevent it from being downloaded to your computer. With this feature enabled, clicking a link or typing in a URL to a dangerous site will automatically block you from opening the web page thus protecting you from inadvertently being infected. It is

important to remember that exploited web pages can infect your computer simply by visiting the affected site, for this reason when you request a dangerous webpage containing exploits or other serious threats, the ***AVG Security Toolbar*** will not allow your browser to display it.

If you do encounter a malicious web site, within your web browser the ***AVG Security Toolbar*** will warn you with a screen similar to:

AVG
Danger: AVG Safe Search & Surf hat detected active threats on this page and has blocked access for your protection.
Risk Category: Exploit server
Explanation: The IP address of this web page belongs to a known malicious site. This is either not the true address of the URL you just clicked on or it is referenced, either intentionally or or unintentionally, by the site you were attempting to visit. AVG Safe Seach and Surf has prevented access to this IP address and its malicious content.
IP Adress: 66.xx.xxx.99
For additional information click here
Suggestions:
Click the "Back" button on your browser to return to the previous page and choose another link (recommended)
If you would like to ignore the warning and continue to the page, click here (not recommended)

If you still wish to visit the infected page, a link to the page is available on this screen, ***but continuing to these pages in not recommended!***

10.1 Web Shield

10.10. Web Shield Principles

Web Shield is a type of a real time resident protection; it scans the content of visited web pages (and possible files included in them) even before these are displayed in your web browser or downloaded to your computer.

Web Shield detects that the page you are about to visit includes some dangerous javascript, and prevents the page from being displayed. Also, it recognizes malware contained in a page and stops its downloading immediately so that it never gets to your computer.

Note: *AVG Web Shield is not intended for server platforms!*

10.10. Web Shield Interface

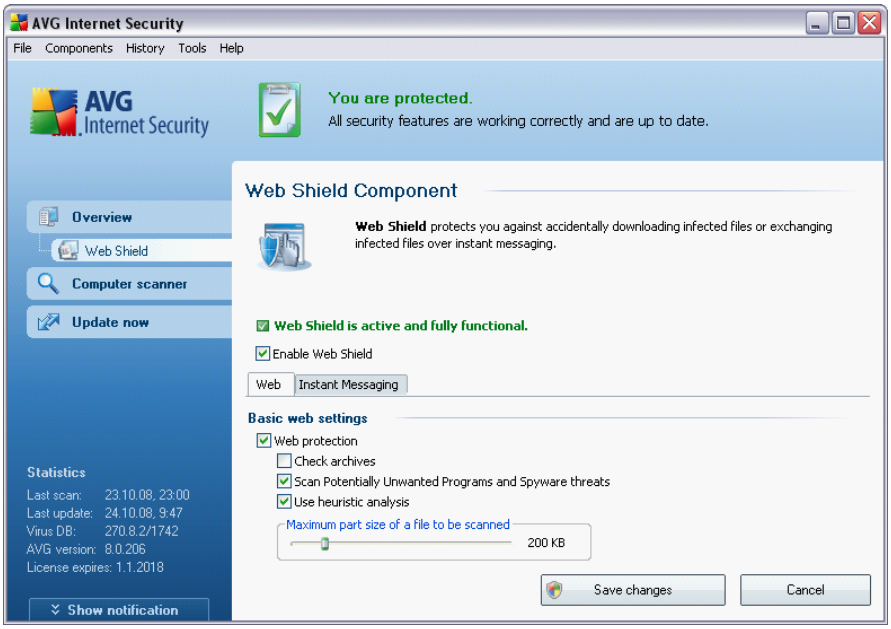
The ***Web Shield*** component's interface describes the behavior of this type of protection. Further you can find information on the component's current status (*Web Shield is active and fully functional.*). In the bottom part of the dialog you will then

find the elementary editing options of this component's functionality.

Basic component configuration

First of all, you have the option to immediately switch on/off the ***Web Shield*** by checking the ***Enable Web Shield*** item. This option is enabled by default, and the ***Web Shield*** component is active. However, if you do not have a good reason to change this settings, we recommend to keep the component active. If the item is checked, and the ***Web Shield*** is running, more configuration options are available and editable on two tabs:

- ***Web*** - you can edit the component's configuration regarding the scan of the website content. The editing interface allows you to configure the following elementary options:



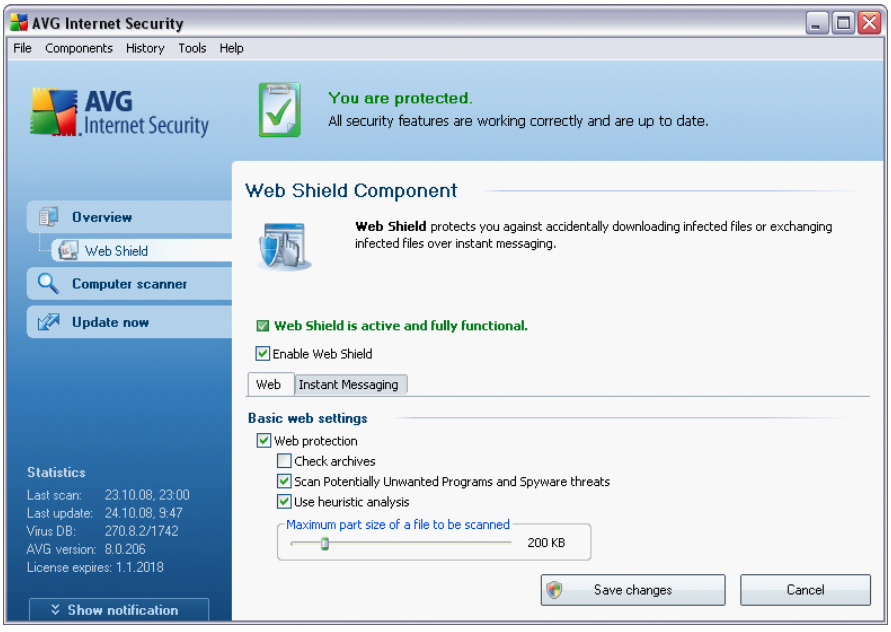
  - ***Web protection*** - this option confirms that the ***Web Shield*** should perform scanning of the www pages content. Provided this option is on (*by default*), you can further switch on/off these items:
    - ***Check archives*** - scan the content of archives possibly included in the www page to be displayed
    - ***Scan Potentially Unwanted Programs*** - scan potentially unwanted

programs (*executable programs that can operate as spyware or adware*) included in the www page to be displayed

- ***Use heuristic analysis*** - scan the content of the page to be displayed using the heuristic analysis method *(dynamic emulation of the scanned object's instructions in a virtual computer environment - see chapter Anti-Virus Principles*)

- ***Maximum file size to be scanned*** - if included files are present in the displayed page you can also scan their content even before these are downloaded to your computer. However, scanning of large files takes quite some time and the web page download might be slowed significantly. You can use the slide bar to specify the maximum size of a file that is still to be scanned with ***Web Shield***. Even if the downloaded file is bigger than specified, and therefore will not be scanned with ***Web Shield***, you are still protected: in case the file is infected, the ***Resident Shield*** will detect it immediately.

- ***Instant Messaging*** - allows you to edit the components settings referring to instant messaging (*e.g. ICQ, MSN Messenger, Yahoo ...*) scanning.



  - Instant Messaging protection - check this item if you wish that the Web Shield verifies the on-line communication is virus free. Provided this option is on, you can further specify which instant messaging application

you want to control - currently **AVG 8.5 Internet Security** supports the ICQ, MSN, and Yahoo applications.

Please note: The *software vendor has set up all AVG components to give optimum performance. Unless you have a real reason to do so, do not change the AVG configuration. Any changes to settings should only be performed by an experienced user. If you need to change AVG configuration, select the system menu item* ***Tools / Advanced settings*** *and edit the AVG configuration in the newly opened AVG Advanced Settings dialog.*

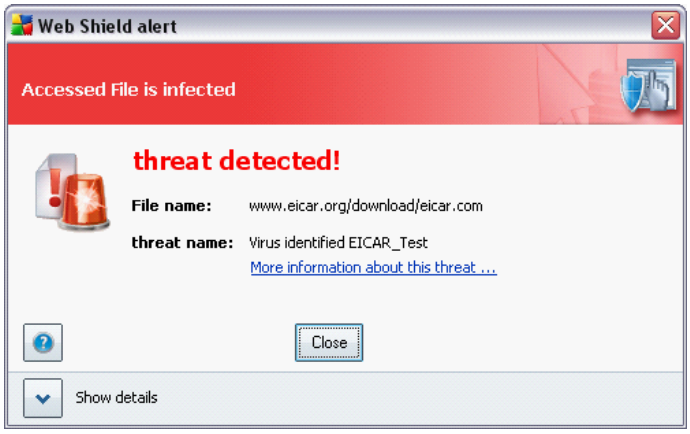
Control buttons

The control buttons available within the ***Web Shield*** interface are as follows:

- ***Save changes*** - press this button to save and apply any changes made in this dialog
- ***Cancel*** - press this button to return to the default AVG user interface (*components overview*)

10.10. Web Shield Detection

Web Shield scans the content of visited web pages and possible files included in them even before these are displayed in your web browser or downloaded to your computer. If a threat is detected, you will be warned immediately with the following dialog:



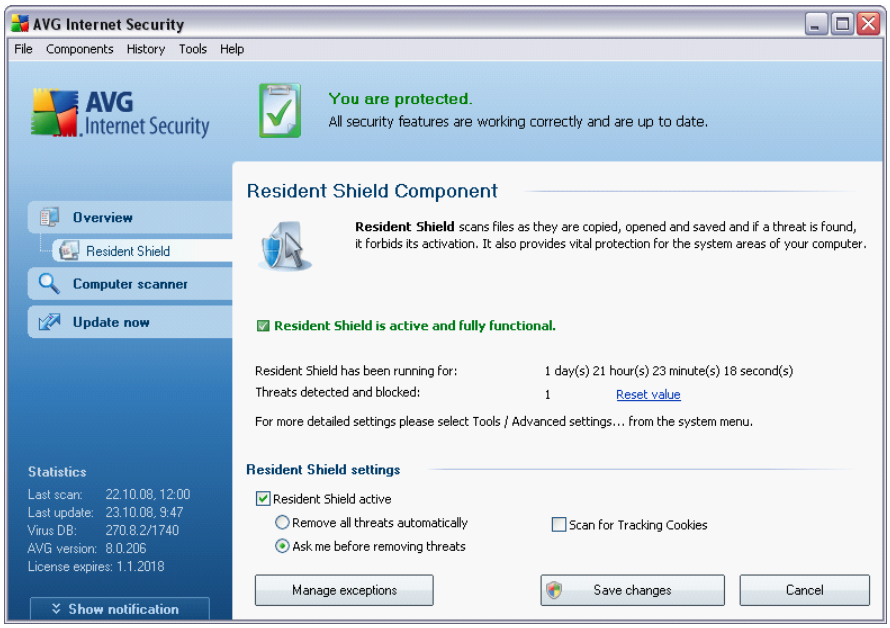
The suspect web page will not be opened, and the threat detection will be logged in the list of ***Web Shield findings*** (*accessible via system menu History / Web Shield findings*).

10.1 Resident Shield

10.11. Resident Shield Principles

The ***Resident Shield*** scans files as they are copied, opened or saved. When the ***Resident Shield*** discovers a virus in a file that is accessed, it stops the operation currently being performed and does not allow the virus to activate itself. The ***Resident Shield***, loaded in the memory of your computer during system startup, also provides vital protection for the system areas of your computer.

10.11. Resident Shield Interface


AVG Internet Security
File Components History Tools Help
AVG Internet Security
You are protected.
All security features are working correctly and are up to date.
Overview
Resident Shield
Computer scanner
Update now
Resident Shield Component
Resident Shield scans files as they are copied, opened and saved and if a threat is found, it forbids its activation. It also provides vital protection for the system areas of your computer.
Resident Shield is active and fully functional.
Resident Shield has been running for: 1 day(s) 21 hour(s) 23 minute(s) 18 second(s)
Threats detected and blocked: 1 Reset value
For more detailed settings please select Tools / Advanced settings... from the system menu.
Resident Shield settings
Resident Shield active
Remove all threats automatically
Ask me before removing threats
Scan for Tracking Cookies
Statistics
Last scan: 22.10.08, 12:00
Last update: 23.10.08, 9:47
Virus DB: 270.8.2/1740
AVG version: 8.0.206
License expires: 1.1.2018
Show notification
Manage exceptions
Save changes
Cancel

Besides an overview of the most important statistical data and the information on the component's current status (*Resident Shield is active and fully functional*), the ***Resident Shield*** interface offers some elementary component settings options, too. The statistics is as follows:

- ***Resident Shield has been active for*** - provides the time since the latest component's launch
- ***Threats detected and blocked*** - number of detected infections that were prevented from being run/opened (*if needed, this value can be reset; e.g. for statistic purposes - Reset value*)

Basic component configuration

In the bottom part of the dialog window you will find the section called ***Resident Shield settings*** where you can edit some basic settings of the component's functionality (*detailed configuration, as with all other components, is available via the File/Advanced settings item of the system menu*).

The ***Resident Shield is active*** option allows you to easily switch on/off resident protection. By default, the function is on. With resident protection on you can further decide how the possibly detected infections should be treated (removed):

- either automatically (***Remove all threats automatically***)
- or only after the user's approval (***Ask me before removing threats***)

This choice has no impact on the security level, and it only reflects your preferences.

In both cases, you can still select whether you want to ***Remove cookies automatically.*** In specific cases you can switch this option on to achieve maximum security levels, however it is switched off by default. (*cookies = parcels of text sent by a server to a web browser and then sent back unchanged by the browser each time it accesses that server. HTTP cookies are used for authenticating, tracking, and maintaining specific information about users, such as site preferences or the contents of their electronic shopping carts*).

Please note: The *software vendor has set up all AVG components to give optimum performance. Unless you have a real reason to do so, do not change the AVG configuration. Any changes to settings should only be performed by an experienced user. If you need to change AVG configuration, select the system menu item* ***Tools / Advanced settings*** *and edit the AVG configuration in the newly opened AVG Advanced Settings dialog.*

Control buttons

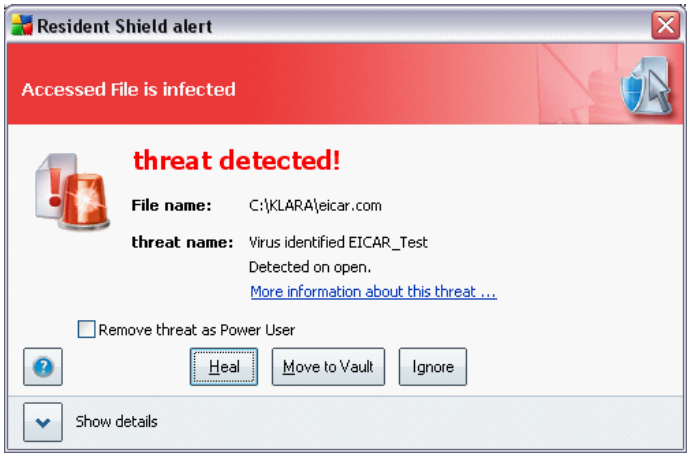
The control buttons available within the ***Resident Shield*** interface are as follows:

- ***Manage exceptions*** - opens the ***Resident Shield - Directory Excludes*** dialog where you can define folders that should be left out from the ***Resident Shield*** scanning
- ***Save changes*** - press this button to save and apply any changes made in this dialog

- ***Cancel*** - press this button to return to the default ***AVG user interface*** (components overview)

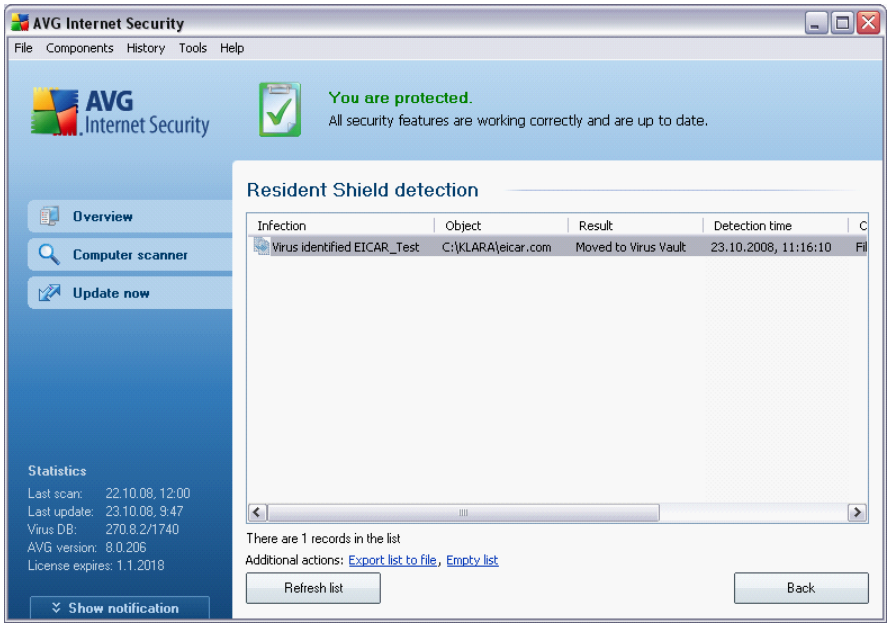
10.11. Resident Shield Detection

Resident Shield scans files as they are copied, opened or saved. When a virus or any kind of threat is detected, you will be warned immediately via the following dialog:



The dialog provides information on the threat detected, and it invites you to decide what action should be taken now:

- ***Heal*** - if a cure is available, AVG will heal the infected file automatically; this option is the recommended action to be taken
- ***Move to Vault*** - the virus will be moved to AVG ***Virus Vault***
- ***Ignore*** - we strictly recommend NOT TO use this option unless you have a very good reason to do so!



The ***Resident Shield detection*** offers an overview of objects that were detected by the ***Resident Shield***, evaluated as dangerous and either cured or moved to the ***Virus Vault***. For each detected object the following information is provided:

- ***Infection*** - description (possibly even name) of the detected object
- ***Object*** - object location
- ***Result*** - action performed with the detected object
- ***Object Type*** - type of the detected object
- ***Process*** - what action was performed to call out the potentially dangerous object so that it could be detected

In the bottom part of the dialog, under the list, you will find information on total number of detected objects listed above. Further you can export the entire list of detected objects in a file (***Export list to file***) and delete all entries on detected objects (***Empty list***). The ***Refresh list*** button will update the list of finding detected by ***Resident Shield***. The ***Back*** button switches you back to the default ***AVG user interface*** (components overview).

10.1. Update Manager

10.12. Update Manager Principles

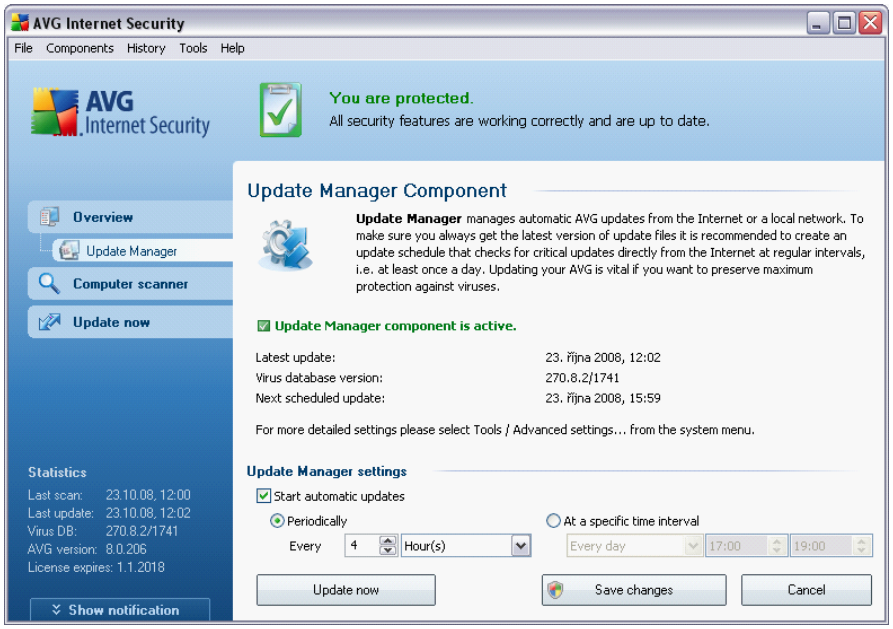
No security software can guarantee true protection from various types of threats unless it is regularly updated! Virus writers are always looking for new flaws that they can exploit in both software and operating systems. New viruses, new malware, new hacking attacks appear daily. For this reason, software vendors are continually issuing updates and security patches, to fix any security holes that are discovered.

It is crucial to update your AVG regularly!

The ***Update Manager*** helps you to control regular updating. Within this component you can schedule automatic downloads of update files either from the Internet, or the local network. Essential virus definition updates should be daily if possible. Less urgent program updates can be weekly.

Note: *Please pay attention to the AVG Updates chapter for more information on update types and levels!*

10.12. Update Manager Interface


AVG Internet Security
File Components History Tools Help
AVG Internet Security
You are protected.
All security features are working correctly and are up to date.
Overview
Update Manager
Computer scanner
Update now
Update Manager Component
Update Manager manages automatic AVG updates from the Internet or a local network. To make sure you always get the latest version of update files it is recommended to create an update schedule that checks for critical updates directly from the Internet at regular intervals, i.e. at least once a day. Updating your AVG is vital if you want to preserve maximum protection against viruses.
Update Manager component is active.
Latest update: 23. října 2008, 12:02
Virus database version: 270.8.2/1741
Next scheduled update: 23. října 2008, 15:59
For more detailed settings please select Tools / Advanced settings... from the system menu.
Statistics
Last scan: 23.10.08, 12:00
Last update: 23.10.08, 12:02
Virus DB: 270.8.2/1741
AVG version: 8.0.206
License expires: 1.1.2018
Update Manager settings
Start automatic updates
Periodically
Every 4 Hour(s)
At a specific time interval
Every day 17:00 19:00
Show notification
Update now
Save changes
Cancel

The ***Update Manager***'s interface displays information about the component's

functionality and its current status (*Update manager is active.*), and provides the relevant statistical data:

- ***Latest update*** - specifies when and at what time the database was updated
- ***Virus database version*** - defines the number of the latest virus database version; and this number increases with every virus base update

Basic component configuration

In the bottom part of the dialog you can find the ***Update Manager settings*** section where you can perform some changes to the rules of the update process launch. You can define whether you wish the update files to be downloaded automatically (***Start automatic updates***) or just on demand. By default, the ***Start automatic updates*** option is switched on and we recommend to keep it that way! Regular download of the latest update files is crucial for proper functionality of any security software!

Further you can define when the update should be launched:

- ***Periodically*** - define the time interval
- ***At a specific time*** - define the exact day and time

By default, the update is set for every 4 hours. It is highly recommended to keep this setting unless you have a true reason to change it!

Please note: The *software vendor has set up all AVG components to give optimum performance. Unless you have a real reason to do so, do not change the AVG configuration. Any changes to settings should only be performed by an experienced user. If you need to change AVG configuration, select the system menu item* ***Tools / Advanced settings*** *and edit the AVG configuration in the newly opened AVG Advanced Settings dialog.*

Control buttons

The control buttons available within the ***Update Manager*** interface are as follows:

- ***Update now*** - launches an immediate update on demand
- ***Save changes*** - press this button to save and apply any changes made in this dialog

- ***Cancel*** - press this button to return to the default ***AVG user interface*** (components overview)

10.1. AVG Security Toolbar

The ***AVG Security Toolbar*** is designed to work with ***MS Internet Explorer*** (*version 6.0 or greater*) and ***Mozilla Firefox*** (*version 1.5 or greater*).

Note: *AVG Security Toolbar is not intended for server platforms!*

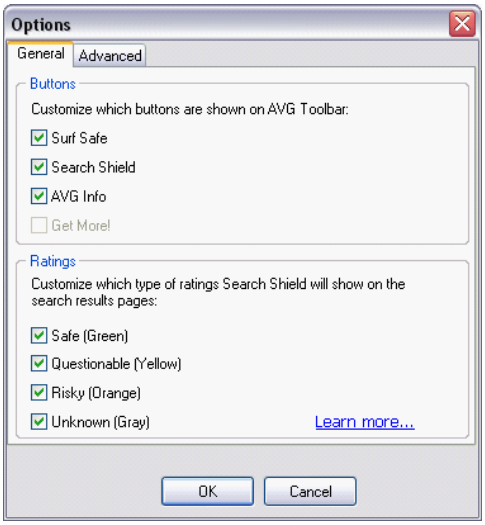
Once installed the ***AVG Security Toolbar*** will by default be located just under your browsers address bar:

The ***AVG Security Toolbar*** consists of the following:

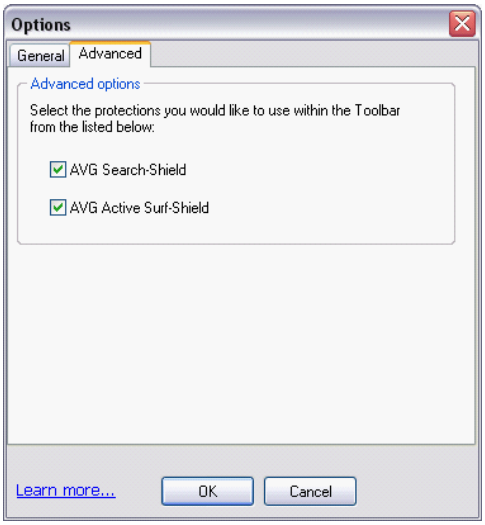
- ***AVG logo button*** - provides access to general toolbar items. Click the logo button to get redirected to the AVG website (www.avg.com). Clicking the pointer next to the AVG icon will open the following:
  - ***Toolbar Info*** - link to the ***AVG Security Toolbar*** home page with detailed information on the toolbar's protection
  - ***Launch AVG 8.0*** - opens the AVG 8 user interface
  - ***Options*** - opens a configuration dialog where you can adjust your ***AVG Security Toolbar*** settings to suit your needs; the dialog is divided into two tabs:
    - ***General*** - on this tab you can find two sections named ***Buttons*** and ***Ratings***.

      The ***Buttons*** section allows you to configure which buttons are visible or hidden on the ***AVG Security Toolbar***. By default all buttons are visible.

      The ***Ratings*** section allows you to determine what type of ratings do you want to be displayed for your search results. By default all ratings are visible but you may hide some of them (*when searching from the Yahoo! search box, only safe results are displayed*).



➢ ***Advanced*** - on this tab you can edit the ***AVG Security Toolbar*** protection features. By default, both the ***AVG Search-Shield*** and ***AVG Active Surf-Shield*** features are enabled.



- ***Update*** - checks for new updates for your ***AVG Security Toolbar***
- ***Help*** - provides options to open the help file, contact ***AVG technical support***, or view the details of the current version of the toolbar

➢ ***Yahoo! powered search box*** - easy and safe way to search the web using

Yahoo! search. Enter a word or phrase into the search box press ***Search*** to start the search on the Yahoo! server directly, no matter what page is currently displayed. The search box also lists your search history. Searches done through the search box are analyzed using the ***AVG Search-Shield*** protection.

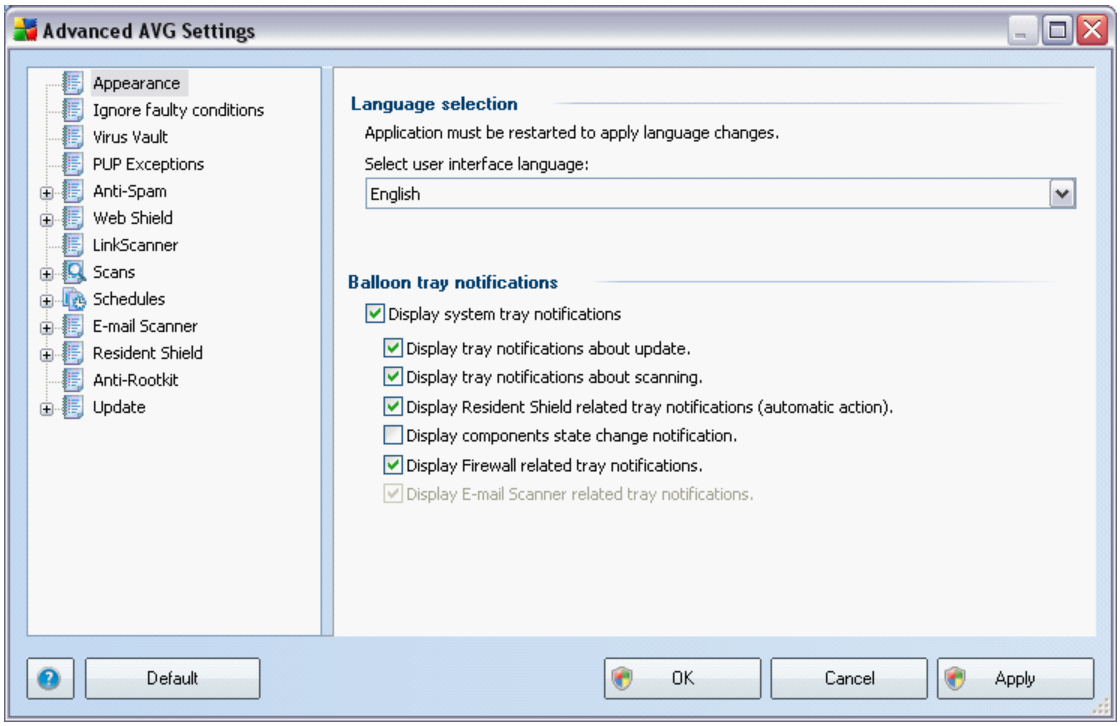
- ***AVG Active Surf-Shield button*** - on/off button controls the status of the ***AVG Active Surf-Shield*** protection
- ***AVG Search-Shield button*** - on/off button controls the status of the ***AVG Search-Shield*** protection
- ***AVG Info button*** - provides links to important security information located on the AVG website (www.avg.com)

11. AVG Advanced Settings

The advanced configuration dialog of **AVG 8.5 Internet Security** opens in a new window named ***Advanced AVG Settings***. The window is divided into two sections: the left part offers a tree-arranged navigation to the program configuration options. Select the component you want to change the configuration of (*or its specific part*) to open the editing dialog in the right-hand section of the window.

11.1. Appearance

The first item of the navigation tree, ***Appearance***, refers to the general settings of the AVG user interface and a few elementary options of the application's behavior:



Language selection

In the ***Language selection*** section you can chose your desired language from the drop-down menu; the language will then be used for the entire AVG user interface. The drop-down menu only offers those languages you have previously selected to be installed during the installation process (see chapter Custom Installation - Component Selection). However, to finish switching the application to another language you have

to restart the user interface; follow these steps:

- Select the desired language of the application and confirm your selection by pressing the ***Apply*** button (right-hand bottom corner)
- Press the ***OK*** button to close the ***Advanced AVG Settings*** editing dialog
- Close the AVG user interface via the system menu item option ***File/Exit***
- Re-open the AVG user interface by one of these options: double-click the AVG system tray icon, double-click the AVG icon on your desktop, or via the menu ***Start/All Programs/AVG 8.0/AVG User Interface*** (see chapter ***Access to User Interface***). The user interface will then be displayed in the newly selected language.

Balloon tray notifications

Within this section you can suppress display of system tray balloon notifications on the status of the application. By default, the balloon notifications are allowed to be displayed, and it is recommended to keep this configuration! The balloon notifications typically inform on some AVG component's status change, and you should pay attention to them!

However, if for some reason you decide you do not wish these notifications to be displayed, or you would like only certain notifications (related to a specific AVG component) to be displayed, you can define and specify your preferences by checking/unchecking the following options:

- ***Display system tray notifications*** - by default, this item is checked (*switched on*), and notifications are displayed. Uncheck this item to completely turn off the display of all balloon notifications. When turned on, you can further select what specific notifications should be displayed:
  - ***Display tray notifications about update*** - decide whether information regarding AVG update process launch, progress, and finalization should be displayed;
  - ***Display tray notifications about scanning*** - decide whether information upon automatic launch of the scheduled scan, its progress and results should be displayed;
  - ***Display Resident Shield related tray notifications*** - decide whether information regarding file saving, copying, and opening processes should

be displayed or suppressed;

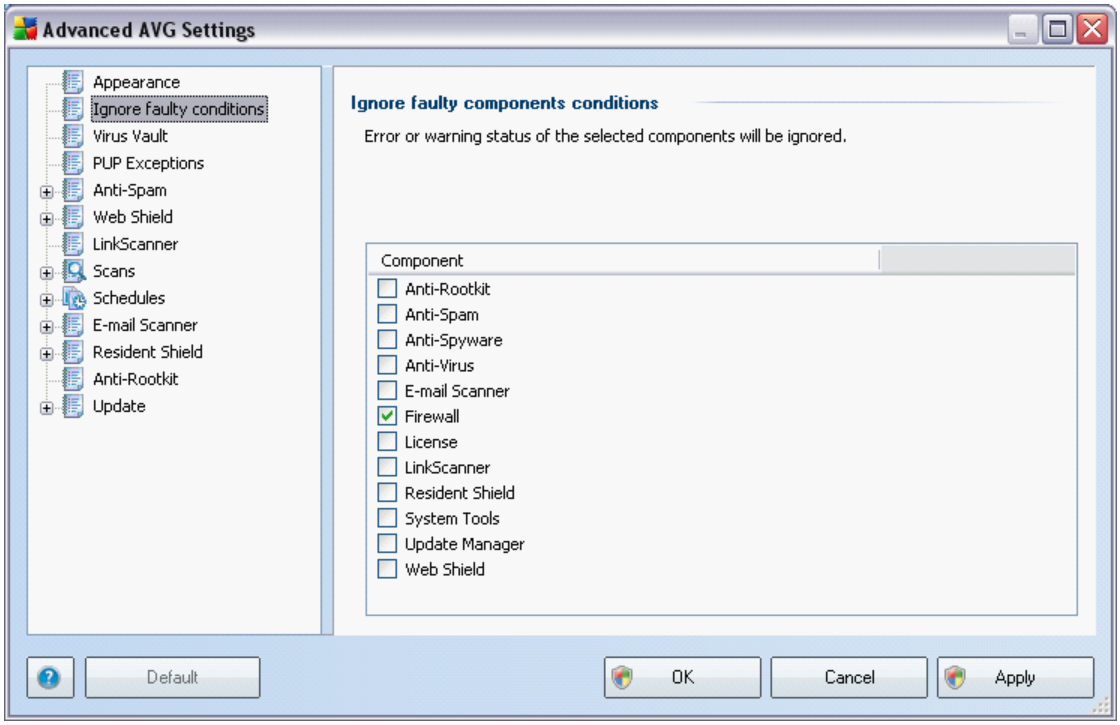
- ***Display components state change notifications*** - decide whether information regarding component's activity/inactivity or its possible problem should be displayed. When reporting a component's fault status, this option equals to the informative function of the system tray icon (color changing) reporting a problem in any AVG component.

- ***Display Firewall related tray notifications*** - decide whether information concerning Firewall status and processes, e.g. component's activation/deactivation warnings, possible traffic blocking etc. should be displayed;

- ***Display E-mail Scanner related tray notifications*** - decide whether information upon scanning of all incoming and outgoing e-mail messages should be displayed.

11.2. Ignore Faulty Conditions

In the ***Ignore faulty components conditions*** dialog you can tick those components that you do not want to get informed about:



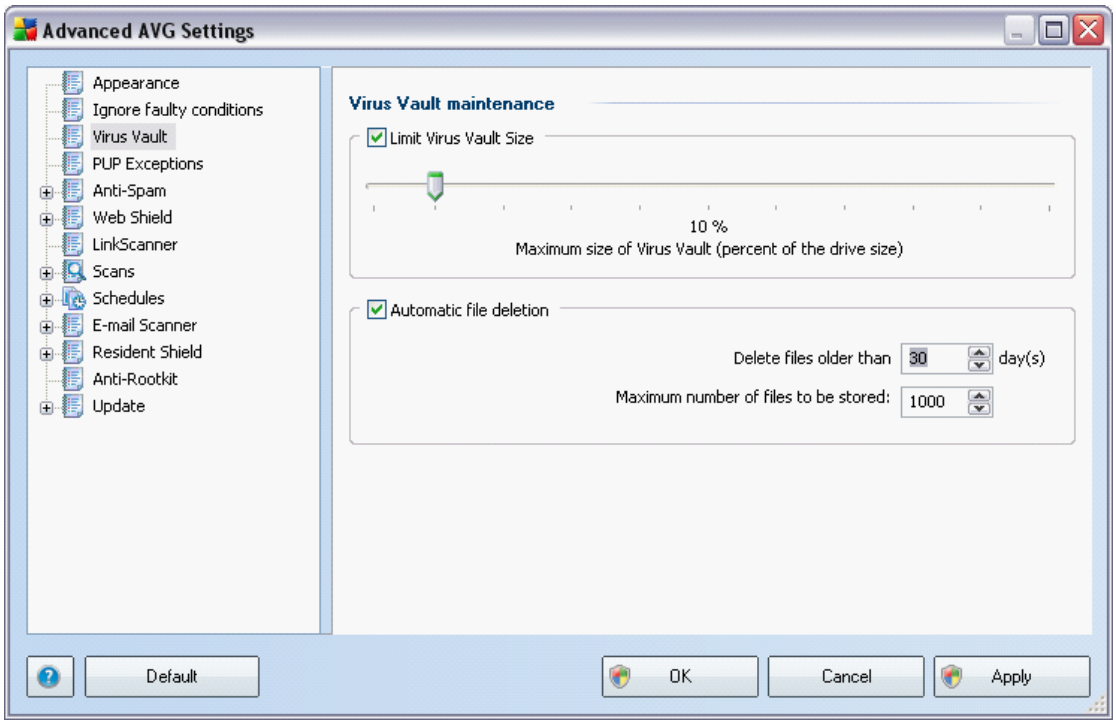
By default, no component is selected in this list. It means that if any component get to an error status, you will be informed about it immediately via:

- ***system tray icon*** - while all parts of AVG are working properly, the icon is displayed in four colors; however, if an error occurs, the icons switches to grey color with a red exclamation mark,
- text description of the existing problem in the ***Security Status Info*** section of the AVG main window

There might be a situation that for some reason you need to switch a component off temporarily (*this is not recommended, you should try to keep all components permanently on and in default configuration, but it may be happen*). In that case the system tray icon automatically reports the component's error status. However, in this very case we cannot talk about an actual error since you have deliberately induced it yourself, and you are aware of the potential risk. At the same time, once being displayed in grey color, the icon cannot actually report any possible further error that might appear.

For this situation, within the above dialog you can select components that may be in an error state (*or switched off*) and you do not wish to get informed about it. The same option of ***Ignoring component state*** is also available for specific components directly from the components overview in the AVG main window.

11.3.Virus Vault



The ***Virus Vault maintenance*** dialog allows you to define several parameters regarding the administration of objects stored in the ***Virus Vault***:

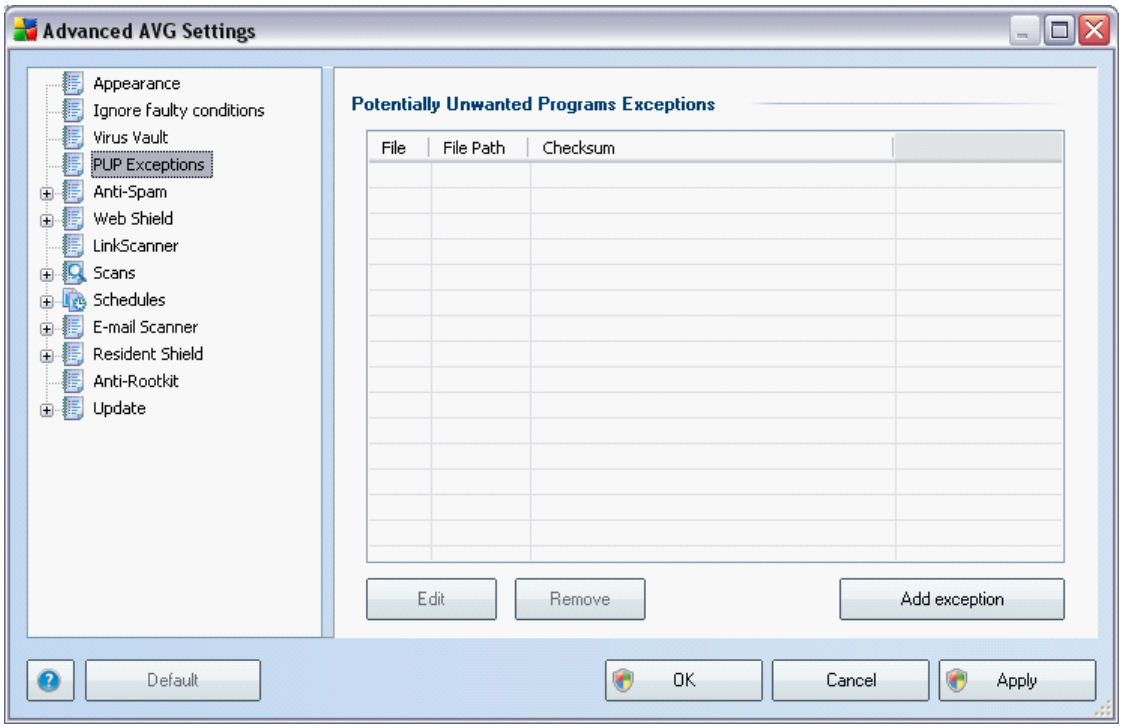
- ***Limit Virus vault size*** - use the slider to set up the maximum size of the ***Virus Vault***. The size is specified proportionally compared to the size of your local disk.

- ***Automatic file deletion*** - in this section define the maximum length of time that objects should be stored in the ***Virus Vault*** (***Delete files older than ... days***), and the maximum number of files to be stored in the ***Virus Vault*** (***Maximum number of files to be stored***)

11.4.PUP Exceptions

AVG is able to analyze and detect executable applications or DLL libraries that could be potentially unwanted within the system. In some cases the user may wish to keep certain unwanted programs on the computer, (programs that were installed on purpose). Some programs, especially free ones, include adware. Such adware might be detected and reported by AVG as a ***potentially unwanted program***. If you wish to

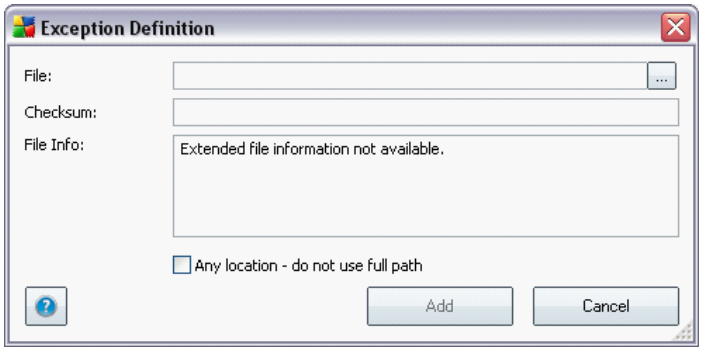
keep such a program on your computer, you can define it as a potentially unwanted program exception:



The ***Potentially Unwanted Programs Exceptions*** dialog displays a list of already defined and currently valid exceptions from potentially unwanted programs. You edit, delete, or add new exception.

Control buttons

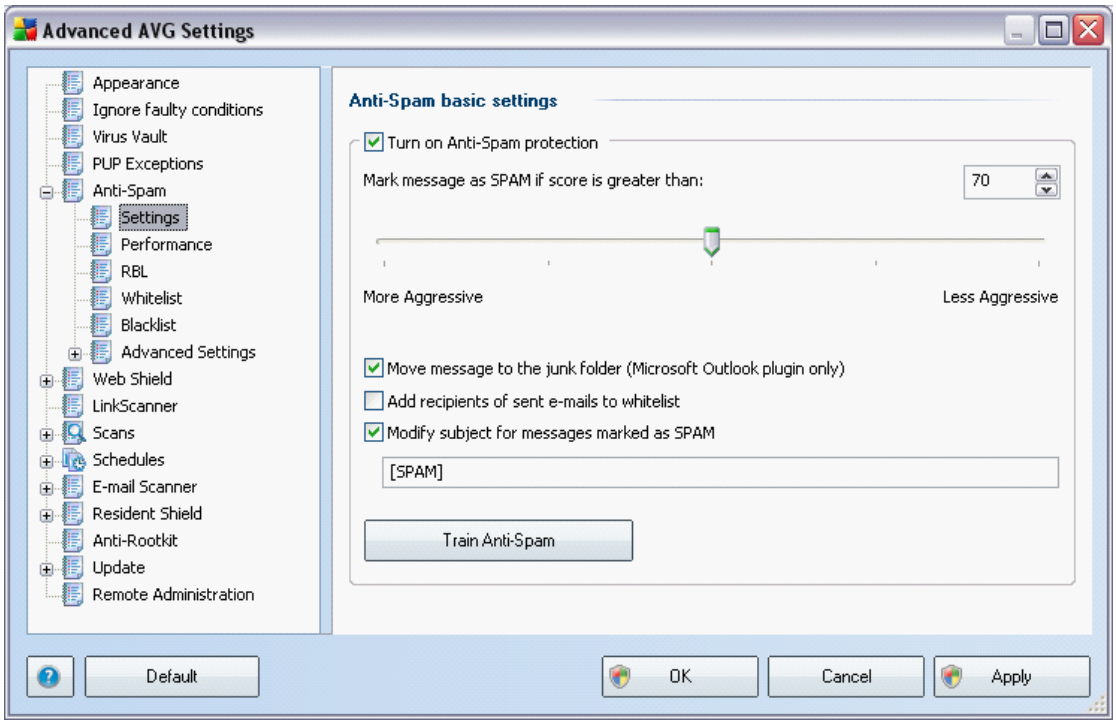
- ***Edit*** - opens an editing dialog (*identical with the dialog for new exception definition, see below*) of an already defined exception, where you can change the exception's parameters
- ***Remove*** - deletes the selected item from the list of exceptions
- ***Add exception*** - open an editing dialog where you can define parameters of the new exception to be created:



- ***File*** - type the full path to the file that you want to mark as an exception
- ***Checksum*** - displays the unique 'signature' of the chosen file. This checksum is an automatically generated string of characters, which allows AVG to unequivocally distinguish the chosen file from other files. The checksum is generated and displayed after successful addition of the file.
- ***File Info*** - displays any additional information available about the file (*license/version information etc.*)
- ***Any location - do not use full path*** - if you want to define this file as an exception only for the specific location, then leave this checkbox unchecked

11.5.Anti-Spam

11.5.1 Settings



In the ***Engine performance settings*** dialog you can check the ***Turn on Anti-Spam protection*** checkbox to allow/forbid the anti-spam scanning of e-mail communication.

In this dialog you can also select more or less aggressive scoring measures. The ***Anti-Spam*** filter assigns each message a score (*i.e. how similar the message content is to SPAM*) based on several dynamic scanning techniques. You can adjust the ***Mark message as spam if score is greater than*** setting by either typing the value (*0 to 100*) or by moving the slider left or right (*using the slider, the range of values is limited to 50-90*).

Generally we recommended setting the threshold between 50-90, or if you are really unsure, to 90. Here is a general review of the scoring threshold:

- ***Value 90-99*** - Most incoming e-mail messages will be delivered normally (without being marked as spam). The most easily identified spam will be filtered out, but a significant amount of spam may still be allowed through.
- ***Value 80-89*** - E-mail messages likely to be spam will be filtered out. Some non-spam messages may be incorrectly filtered as well.

- ***Value 60-79*** - Considered as a quite aggressive configuration. E-mail messages that are possibly spam will be filtered out. Non-spam messages are likely to be caught as well.

- ***Value 1-59*** - Very aggressive configuration. Non-spam e-mail messages are as likely to be caught as real spam messages. This threshold range is not recommended for normal use.

- ***Value 0*** - In this mode, you will only receive e-mail messages from senders in your ***Whitelist***. Any other e-mail messages will be considered as spam. ***This threshold range is not recommended for normal use.***

In the ***Engine performance settings*** dialog you can further define how the detected spam e-mail messages should be treated:

- ***Move message to junk folder*** - mark this check box to specify that each detected spam message should be automatically moved to the specific junk folder within your e-mail client;

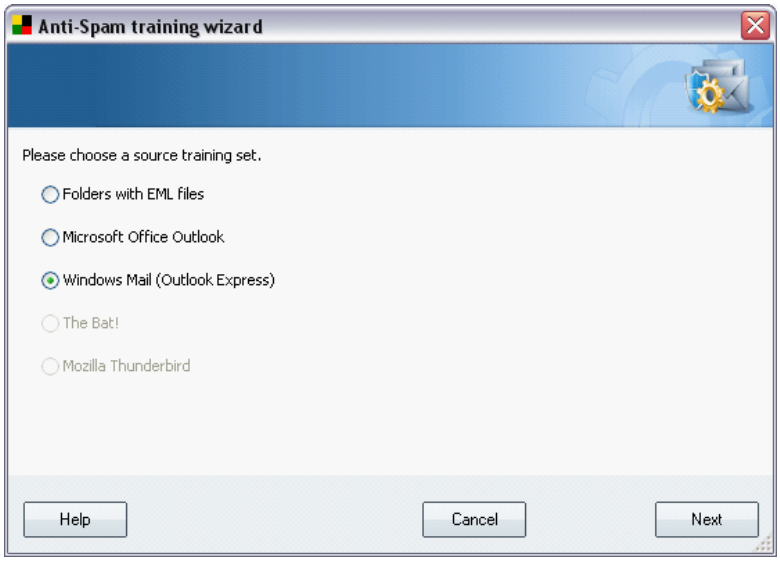
- ***Add recipients of sent e-mails to whitelist*** - tick this check box to confirm that all recipients of sent e-mails can be trusted, and all e-mail messages coming from their e-mail accounts can be delivered;

- ***Modify subject for messages marked as spam*** - tick this check box if you would like all messages detected as spam to be marked with a specific word or character in the e-mail subject field; the desired text can be typed in the activated text field.

Control buttons

Train Anti-Spam button open the ***Anti-Spam training wizard*** described in details in the next chapter.

The first dialog of the ***Anti-Spam Training Wizard*** asks you to select the source of e-mail messages you want to use for training. Usually, you will want to use either e-mails that have been incorrectly marked as SPAM, or spam messages that have not been recognized.



There are the following options to choose from:

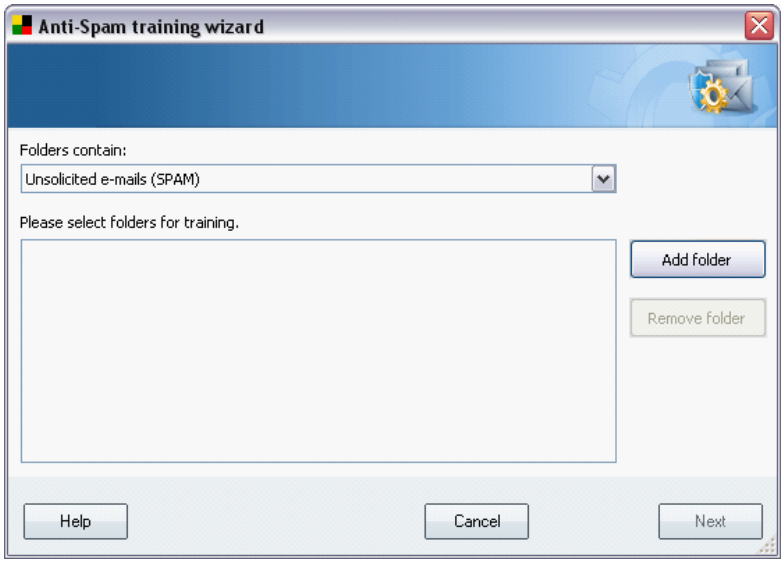
- ***A specific e-mail client*** - if you use one of the listed e-mail clients (*MS Outlook, Outlook Express, The Bat!, Mozilla Thunderbird*), simply select the respective option
- ***Folder with EML files*** - if you use any other e-mail program, you should first save the messages to a specific folder (in *.eml format*), or make sure that you know the location of your e-mail client message folders. Then select ***Folder with EML files***, which will enable you to locate the desired folder in the next step

For faster and easier training process, it is a good idea to sort the e-mails in the folders beforehand, so that the folder you will use for training contains only the training messages (either wanted, or unwanted). However, it is not necessary, as you will be able to filter the e-mails later on.

Select the appropriate option and click ***Next*** to continue the wizard.

Dialog displayed in this step depends on your previous selection.

Folders with EML files



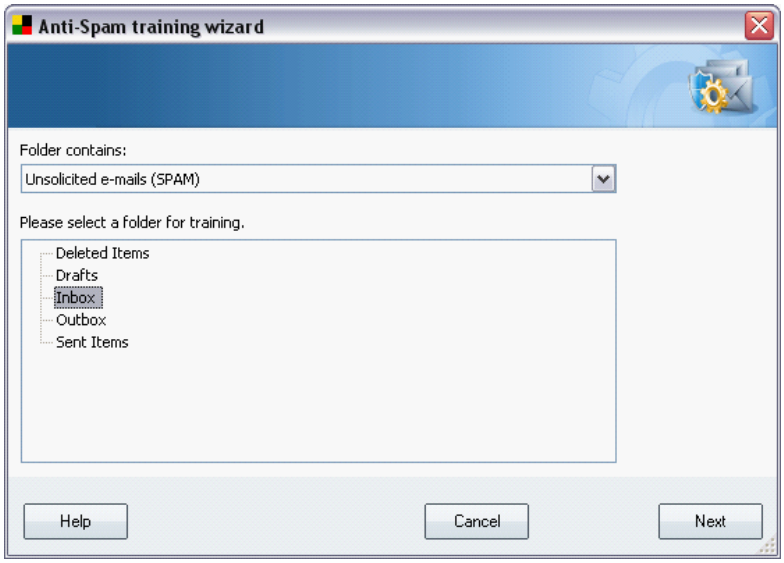
In this dialog, please select the folder with the messages you want to use for training. Press the ***Add folder*** button to locate the folder with the .eml files (*saved e-mail messages*). The selected folder will then be displayed in the dialog.

In the ***Folders contain*** drop-down menu, set one of the two options - whether the selected folder contains wanted (*HAM*), or unsolicited (*SPAM*) messages. Please note that you will be able to filter the messages in the next step, so the folder does not have to contain only training e-mails. You can also remove unwanted selected folders from the list by clicking the ***Remove folder*** button.

When done, click ***Next*** and proceed to ***Message filtering options***.

Specific e-mail client

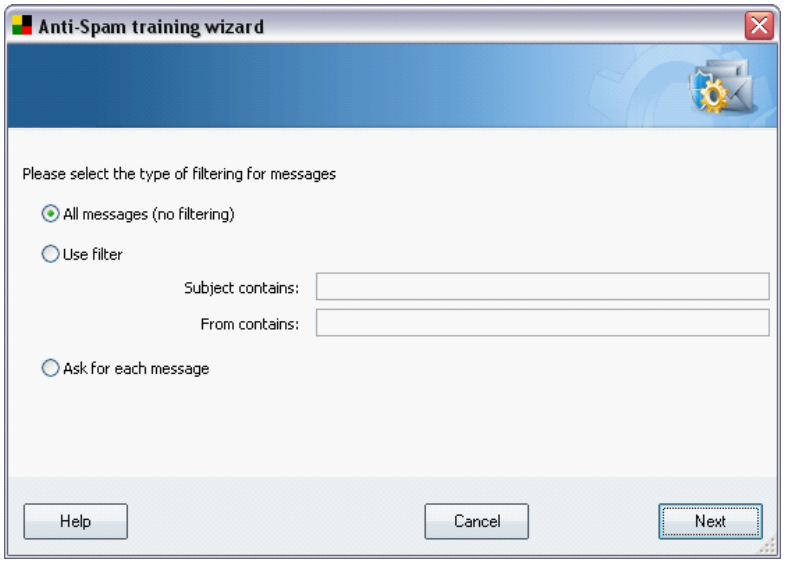
Once you confirm one of the options, new dialog will appear.



Note: *In case of Microsoft Office Outlook, you will be prompted to select the MS Office Outlook profile first.*

In the ***Folders contain*** drop-down menu, set one of the two options - whether the selected folder contains wanted (*HAM*), or unsolicited (*SPAM*) messages. Please note that you will be able to filter the messages in the next step, so the folder does not have to contain only training e-mails. A navigation tree of the selected e-mail client is already displayed in the main section of the dialog. Please locate the desired folder in the tree and highlight it with your mouse.

When done, click ***Next*** and proceed to ***Message filtering options***.



In this dialog, you can set filtering of the e-mail messages.

If you are sure that the selected folder contains only messages you want to use for training, select the ***All messages (no filtering)*** option.

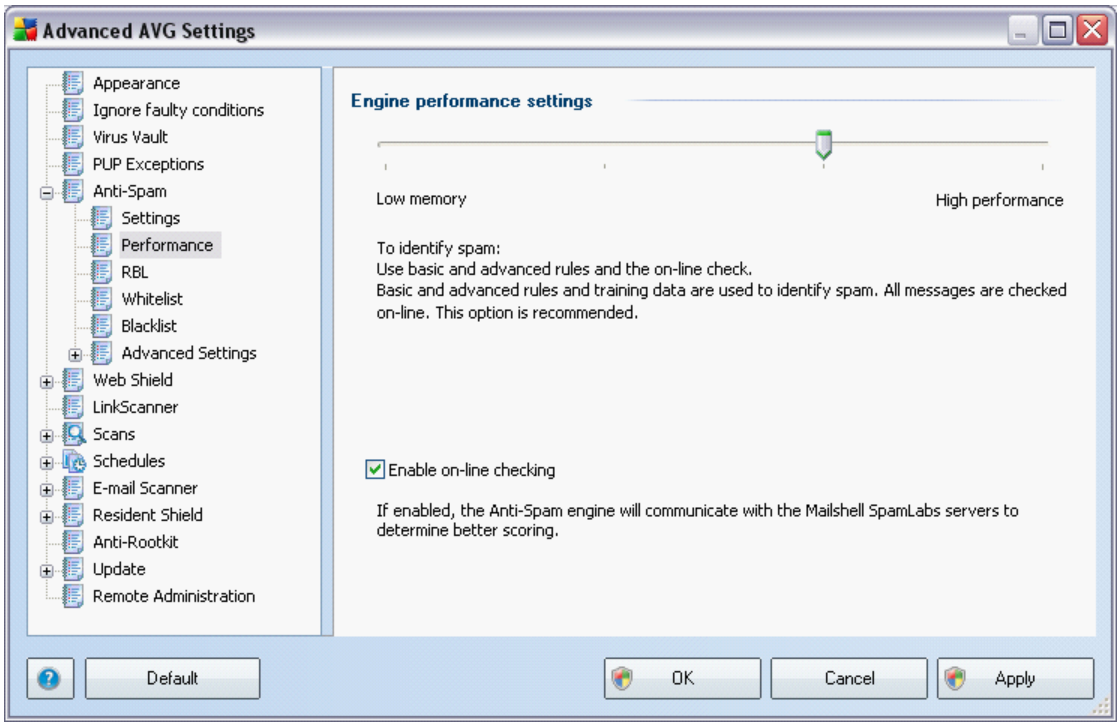
If you are unsure about the messages contained in the folder, and you want the wizard to ask you about every single message (so that you can determine whether to use it for training or not), select the ***Ask for each message*** option.

For more advanced filtering, select the ***Use filter*** option. You can fill in a word (*name*), part of a word, or phrase to be searched for in the e-mail subject and/or the sender's field. All messages matching exactly the entered criteria will be used for the training, without further prompting.

Attention!: *When you fill in both text fields, addresses that match just one of the two conditions will be used, too!*

When the appropriate option has been selected, click ***Next***. The following dialog will be informative only, telling you that the wizard is ready to process the messages. To start training, click the ***Next*** button again. Training will then start according to previously selected conditions.

11.5.2 Performance



The ***Engine performance settings*** dialog (*linked to via the* ***Performance*** *item of the left navigation*) offers the ***Anti-Spam*** component performance settings. Move the slider left or right to change the level of scanning performance ranging between ***Low memory*** / ***High performance*** modes.

- ***Low memory*** - during the scanning process to identify spam, no rules will be used. Only training data will be used for identification. This mode is not recommended for common use, unless the computer hardware is really poor.

- ***High performance*** - this mode will consume large amount of memory. During the scanning process to identify spam, the following features will be used: rules and spam database cache, basic and advanced rules, spammer IP addresses and spammer databases.

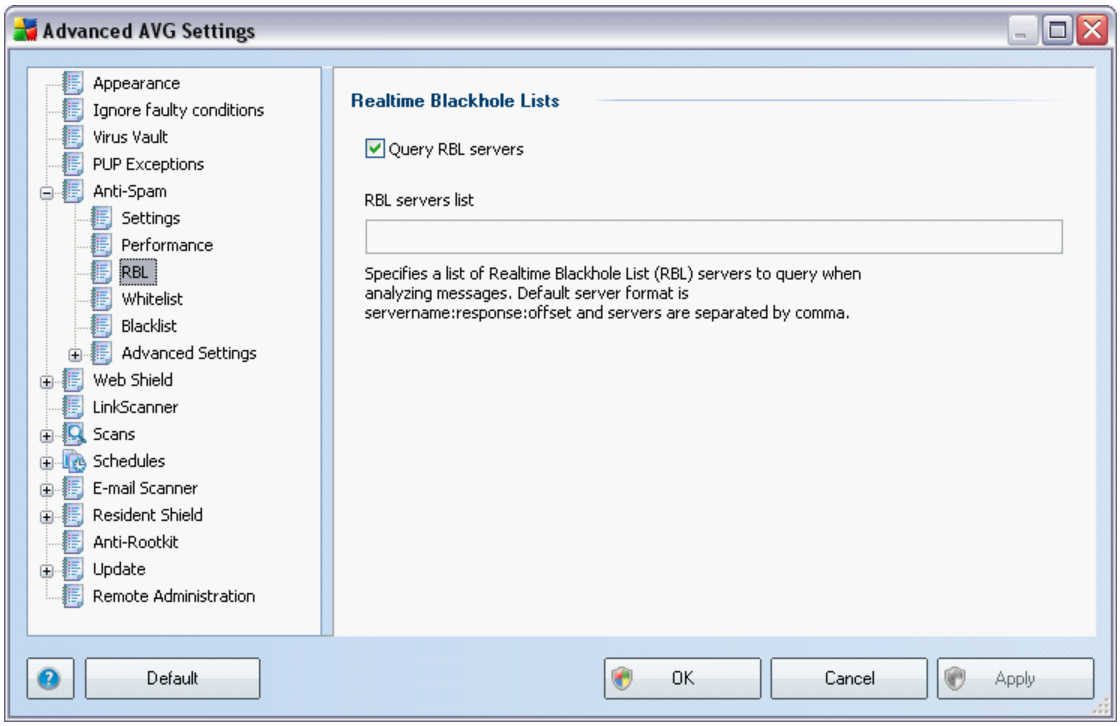
The ***Enable on-line checking*** item is on by default. It results in more precise spam detection via communication with the Mailshell servers, i.e. the scanned data will be compared with Mailshell databases online.

Generally it is recommended to keep the default settings and only change them if you have a valid reason to do so. Any changes to this configuration should

only be done by expert users!

11.5.3 RBL

The ***RBL*** item open an editing dialog called ***Realtime Blackhole Lists***:



In this dialog you can switch on/off the ***Query RBL servers*** function.

The RBL (*Realtime Blackhole List*) server is a DNS server with an extensive database of known spam senders. When this feature is switched on, all e-mail messages will be verified against the RBL server database and marked as spam if identical to any of the database entries. The RBL servers databases contain the latest up-to-the-minute spam fingerprints, to provide the very best and most accurate spam detection. This feature is especially useful for users who receive large amounts of spam that is not being normally detected by the Anti-Spam engine.

The ***RBL servers list*** allows you to define specific RBL server locations.

Note: *Enabling this feature may, on some systems and configurations, slow down the e-mail receiving process, as every single message must be verified against the RBL server database.*

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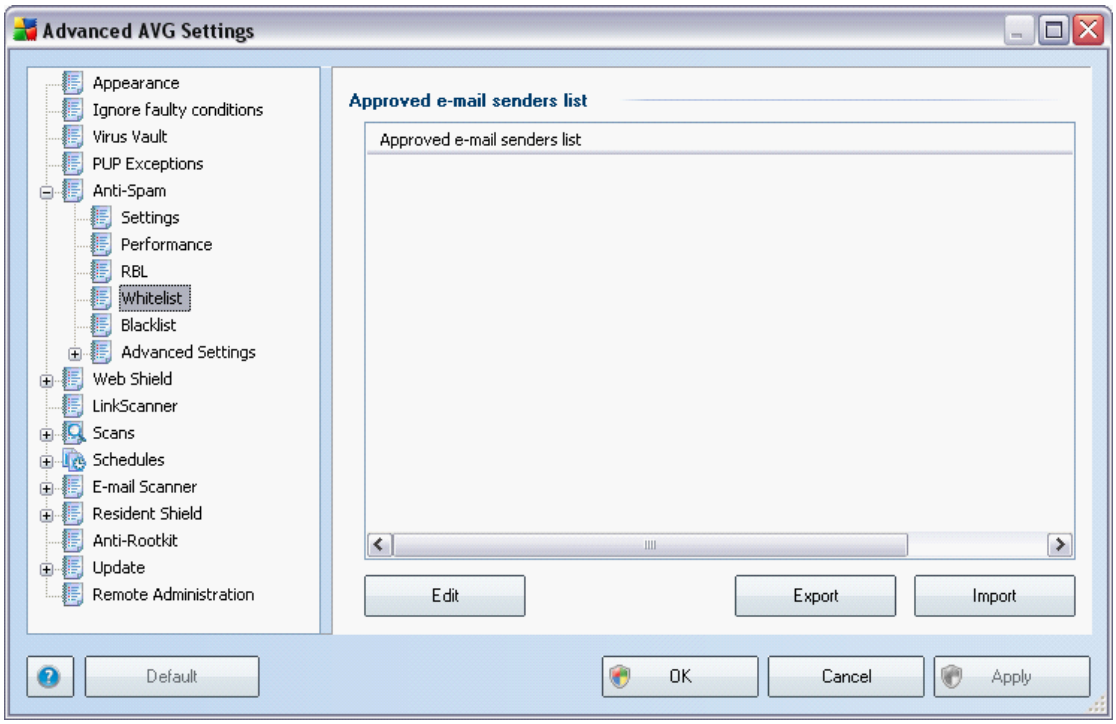
No personal data is sent to the server!

11.5.4. Whitelist

The ***Whitelist*** item opens a dialog with a global list of approved sender e-mail addresses and domain names whose messages will never be marked as spam.



In the editing interface you can compile a list of senders that you are sure will never send you unwanted messages (spam). You can also compile a list of full domain names (e.g. *avg.com*), that you know do not generate spam messages.

Once you have such a list of senders and/or domain names prepared, you can enter them by either of the following methods: by direct entry of each e-mail address or by importing the whole list of addresses at once. The following control buttons are available:

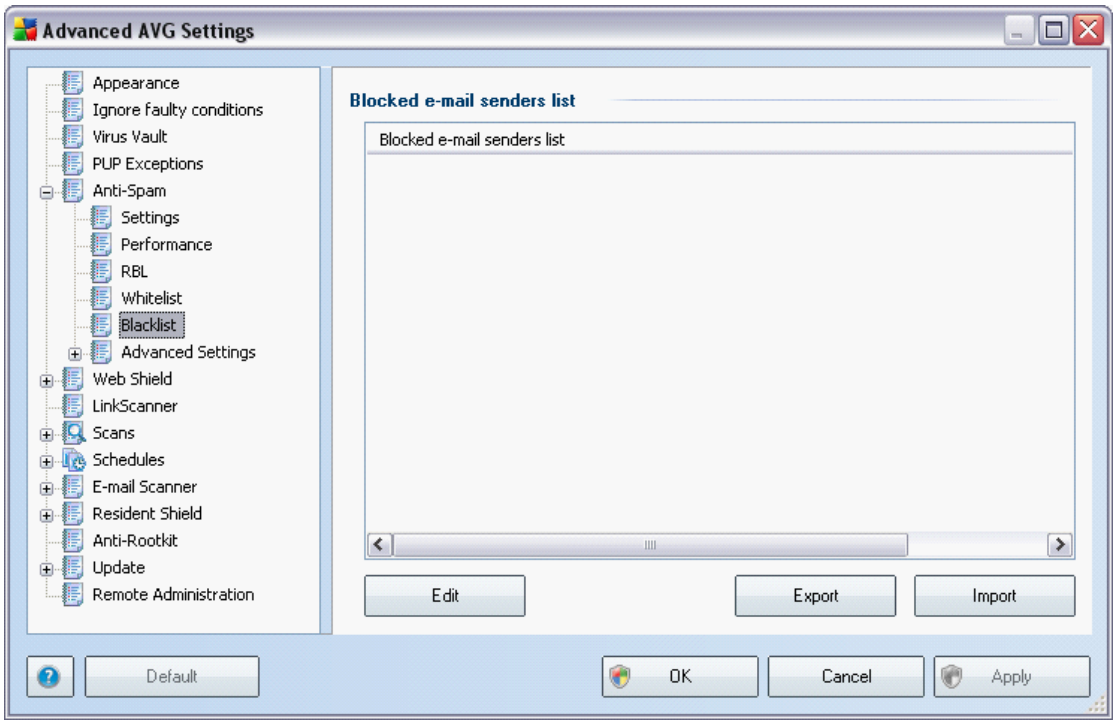
- ***Edit*** - press this button to open a dialog, where you can manually enter a list of addresses (you can also use *copy and paste*). Insert one item (sender, domain name) per line.
- ***Import*** - if you already have a text file of email addresses/domain names prepared, you can simply import it by selecting this button. The input file must

be in plain text format, and the content must contain only one item (address, domain name) per line.

- ***Export*** - if you decide to export the records for some purpose, you can do so by pressing this button. All records will be saved to a plain text file.

11.5.5. Blacklist

The ***Blacklist*** item opens a dialog with a global list of blocked sender e-mail addresses and domain names whose messages will always be marked as spam.



In the editing interface you can compile a list of senders that you expect to send you unwanted messages (spam). You can also compile a list of full domain names (e.g. *spammingcompany.com*), that you expect or receive spam messages from. All e-mail from the listed addresses/domains will be identified as spam.

Once you have such a list of senders and/or domain names prepared, you can enter them by either of the following methods: by direct entry of each e-mail address or by importing the whole list of addresses at once. The following control buttons are available:

- ***Edit*** - press this button to open a dialog, where you can manually enter a list

of addresses (you can also use *copy and paste*). Insert one item (sender, domain name) per line.

- ***Import*** - if you already have a text file of email addresses/domain names prepared, you can simply import it by selecting this button. The input file must be in plain text format, and the content must contain only one item (address, domain name) per line.

- ***Export*** - if you decide to export the records for some purpose, you can do so by pressing this button. All records will be saved to a plain text file.

11.5.6. Advanced Settings

Typically it is recommended to keep the default settings and only change them if you have a valid reason to do so. Any changes to configuration should only be done by expert users!

If you still believe you need to change the ***Anti-Spam*** configuration at the very advanced level, please follow the instructions provided directly in the user interface. Generally, in each dialog you will find one single specific feature and you can edit it - its description is always included in the dialog itself:

- ***Cache*** - fingerprint, domain reputation, LegitRepute

- ***Training*** - word training, score history, score offset, maximum word entries, auto training threshold, weight, write buffer

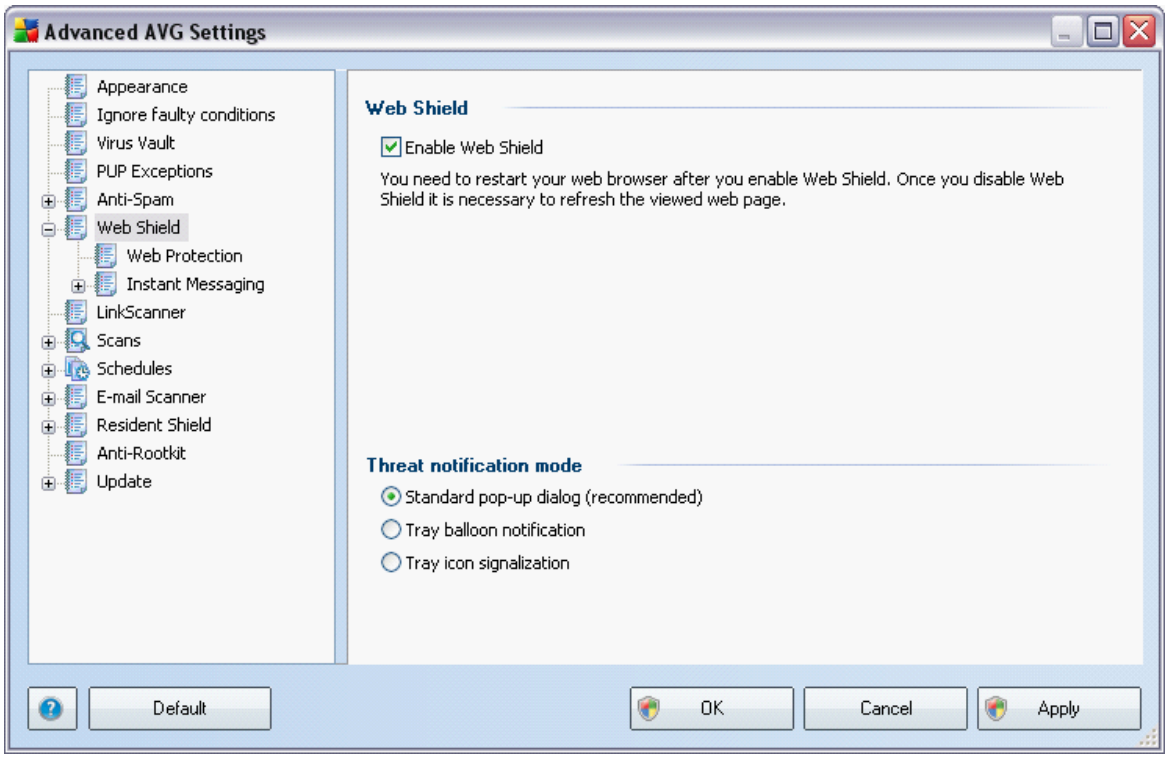
- ***Filtering*** - language list, country list, approved IPs, blocked IPs, blocked countries, blocked charsets, spoofed senders

- ***RBL*** - RBL servers, multihit, threshold, timeout, maximum IPs

- ***Netcheck*** - netcheck threshold

- ***Internet connection*** - timeout

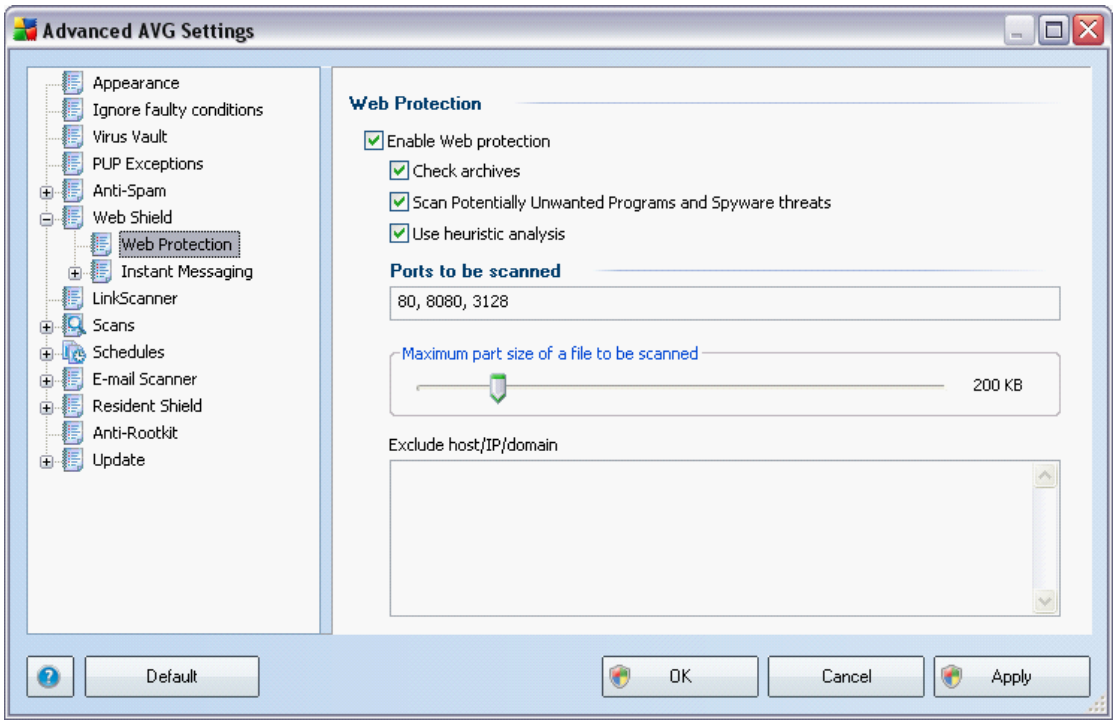
11.6.Web Shield



The ***Web Protection*** dialog allows you to activate/deactivate the entire ***Web Shield*** component (*activated by default*). For further advanced settings of this component please continue to the subsequent dialogs as listed in the tree navigation.

In the bottom section of the dialog, select in which way you wish to be informed about possible detected threat: via standard pop-up dialog, via tray balloon notification, or via tray icon signalization.

11.6.1. Web Protection



In the ***Web Protection*** dialog you can edit the component's configuration regarding the scan of the website content. The editing interface allows you to configure the following elementary options:

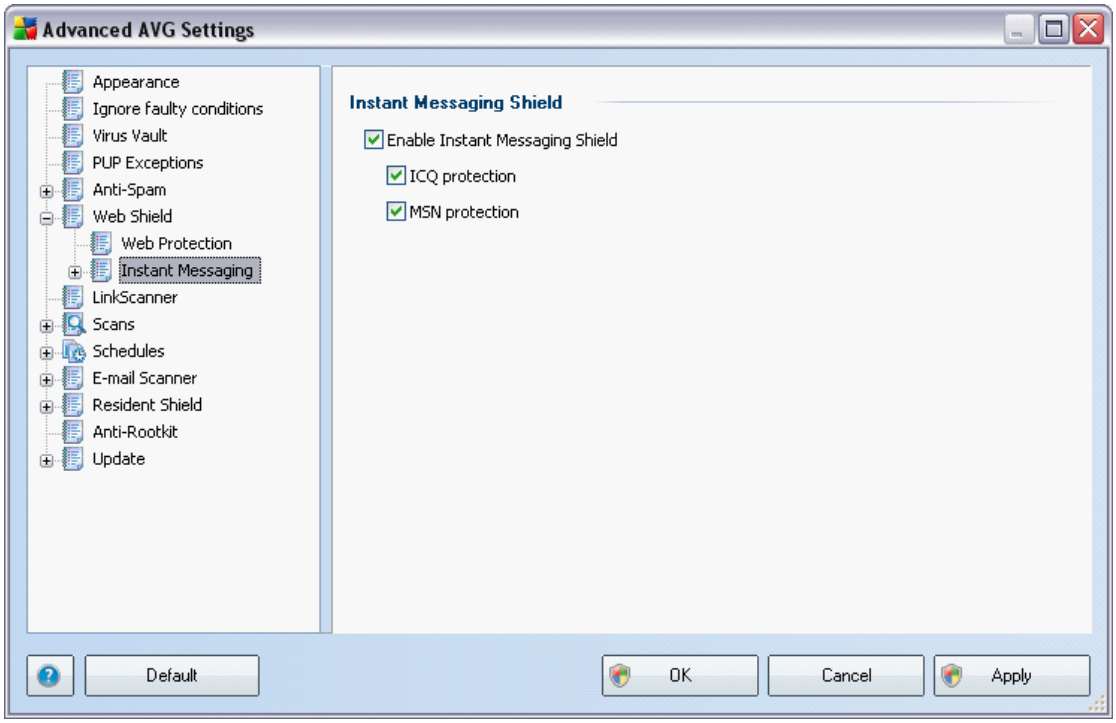
- ***Web protection*** - this option confirms that the ***Web Shield*** should perform scanning of the www pages content. Provided this option is on (*by default*), you can further switch on/off these items:
  - ***Check archives*** - scan the content of archives possibly included in the www page to be displayed .
  - ***Scan Potentially Unwanted Programs and Spyware threats*** - scan potentially unwanted programs (*executable programs that can operate as spyware or adware*) included in the www page to be displayed, and spyware infections.
  - ***Use heuristic analysis*** - scan the content of the page to be displayed using the heuristic analysis method (*dynamic emulation of the scanned object's instructions in a virtual computer environment*).

- ***Ports to be scanned*** - this field lists the standard http communication port numbers. If your computer configuration differs, you can change the port numbers as needed.

- ***Maximum file size to be scanned*** - if included files are present in the displayed page you can also scan their content even before these are downloaded to your computer. However, scanning of large files takes quite some time and the web page download might be slowed significantly. You can use the slide bar to specify the maximum size of a file that is still to be scanned with ***Web Shield***. Even if the downloaded file is bigger than specified, and therefore will not be scanned with Web Shield, you are still protected: in case the file is infected, the ***Resident Shield*** will detect it immediately.

- ***Exclude host/IP/domain*** - into the text field you can type the exact name of a server (*host, IP address, IP address with mask, or URL*) or a domain that should not be scanned by ***Web Shield***. Therefore exclude only host that you can be absolutely sure would never provide dangerous website content.

11.6.2 Instant Messaging

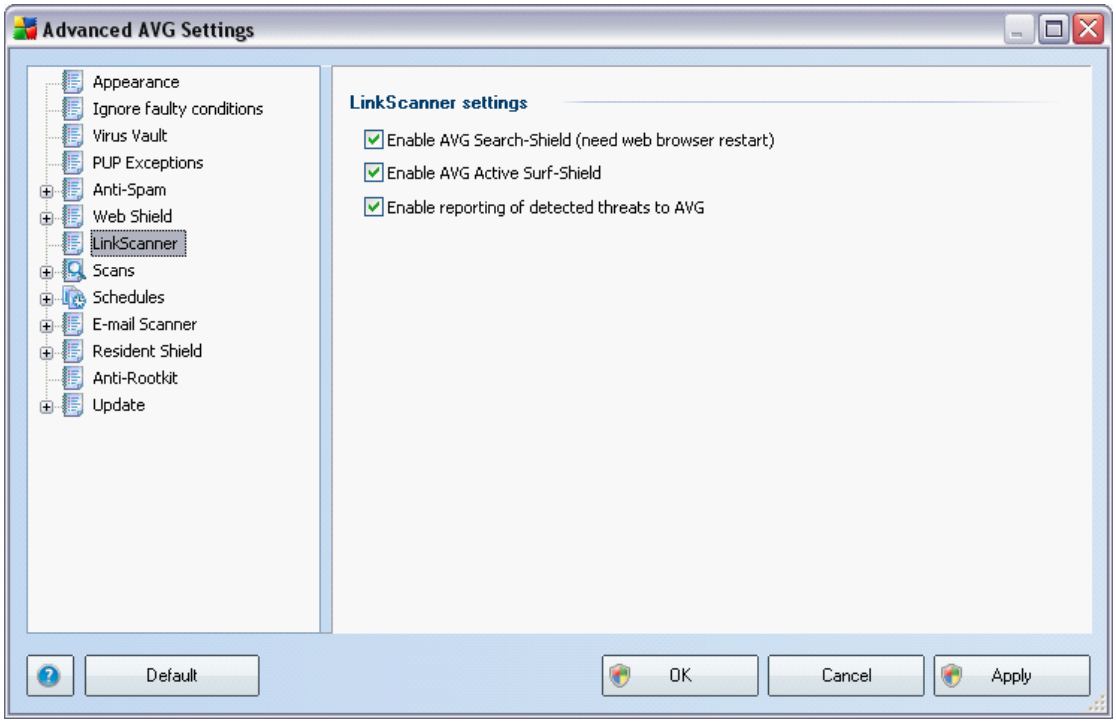


-

In the ***Instant Messaging Shield*** dialog you can edit the ***Web Shield*** components settings referring to instant messaging scanning. Currently the following three instant messaging programs are supported: ***ICQ***, ***MSN***, and ***Yahoo*** - tick the respective item for each of them if you want the Web Shield to verify the on-line communication is virus free.

For further specification of allowed/blocked users you can see and edit the respective dialog (***Advanced ICQ***, ***Advanced MSN***) and specify the ***Whitelist*** (*list of users that will be allowed to communicate with you*) and ***Blacklist*** (*users that should be blocked*).

11.7. Link Scanner



The ***LinkScanner settings*** dialog allows you to switch on/off the two elementary features of the ***LinkScanner*** :

- ***Enable Safe Search*** - (*on by default*): advisory notifying icons on searches performed in Google, Yahoo or MSN having checked ahead the content of sites returned by the search engine. The browsers supported are Internet Explorer and Firefox.

- ***Enable Safe Surf*** - (*on by default*): active (*real-time*) protection against exploitive sites as they are accessed. Known malicious site connections and their exploitive content is blocked as they are accessed by the user via a web browser (*or any other application that uses HTTP*).

- ***Enable reporting to AVG of exploited websites*** - (*on by default*): mark this item to allow back reporting of exploits and bad sites found by users either via ***Safe Surf*** or ***Safe Search*** to feed the database collecting information on malicious activity on the web.

11.8. Scans

The advanced scan settings is divided into three categories referring to specific scan types as defined by the software vendor:

- ***Scan Whole Computer*** - standard predefined scan of the entire computer

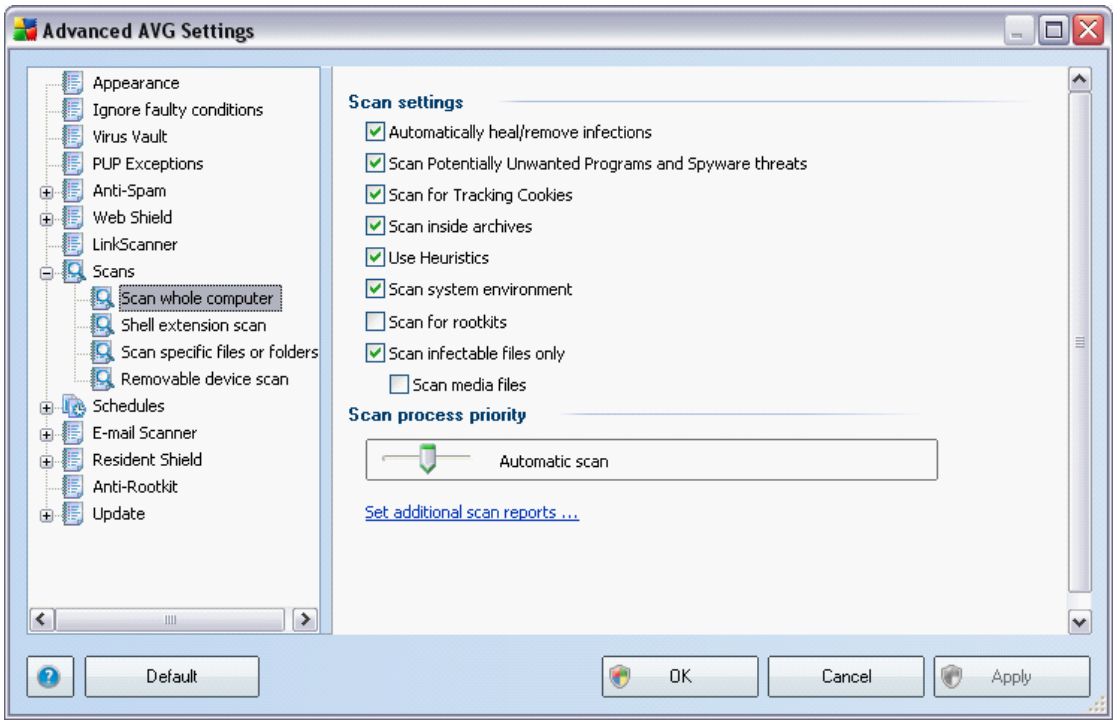
- ***Shell Extension Scan*** - specific scanning of a selected object directly from the Windows Explorer environment

- ***Scan Specific Files or Folders*** - standard predefined scan of selected areas of your computer

- ***Removable Device Scan*** - specific scanning of removable devices attached to your computer

11.8.1 Scan Whole Computer

The ***Scan whole computer*** option allows you to edit parameters of one of the scans predefined by the software vendor, ***Scan of the whole computer***:



Scan settings

The ***Scan settings*** section offers a list of scanning parameters that can be optionally switched on/off:

- ***Automatically heal/remove infection*** - if a virus is identified during scanning it can be healed automatically if a cure is available. If the infected file cannot be healed automatically, or if you decide to switch off this option, you will be notified upon a virus detection and will have to decide what to do with the detected infection. The recommended method is to remove the infected file to the Virus Vault.
- ***Scan Potentially Unwanted Programs*** - this parameter controls the Anti-Virus functionality that allows detection of potentially unwanted programs (*executable files that can run as spyware or adware*) and these can then be

blocked, or removed;

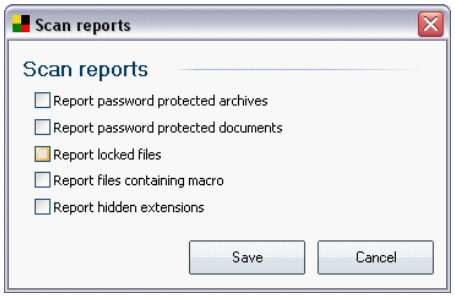
- ***Scan for cookies*** - this parameter of the Anti-Spyware component defines that cookies should be detected; (*HTTP cookies are used for authenticating, tracking, and maintaining specific information about users, such as site preferences or the contents of their electronic shopping carts*)
- ***Scan inside archives*** - this parameters defines that scanning should check all files even those stored inside archives, e.g. ZIP, RAR, ...
- ***Use Heuristics*** - heuristic analysis (*dynamic emulation of the scanned object' s instructions in a virtual computer environment*) will be one of the methods used for virus detection during scanning;
- ***Scan system environment*** - scanning will also check the system areas of your computer;
- ***Scan for rootkits*** - tick this item if you want to include the rootkit detection into scanning of the entire computer. The rootkit detection is also available on its own within the ***Anti-Rootkit*** component;
- ***Scan infectable files only*** - with this option switched on, files that cannot get infected will not be scanned. These can be for instance some plain text files, or some other non-executable files.
    - ***Scan media files*** – check to scan media files (Video, Audio etc.). If you leave this box unchecked, it will reduce the scanning time even more, because these files are often quite large and are not too likely to be infected by a virus.

Scan process priority

Within the ***Scan process priority*** section you can further specify the desired scanning speed dependent on system resource usage. By default, this option value is set to the medium level of automatic resource usage. If you want the scanning to run faster, it will take less time but system resources usage will increase significantly during the scan, and will slow down your other activities on the PC (*this option can be used when your computer is switched on but nobody is currently working on it*). On the other hand, you can decrease system resources usage by extending the scanning duration.

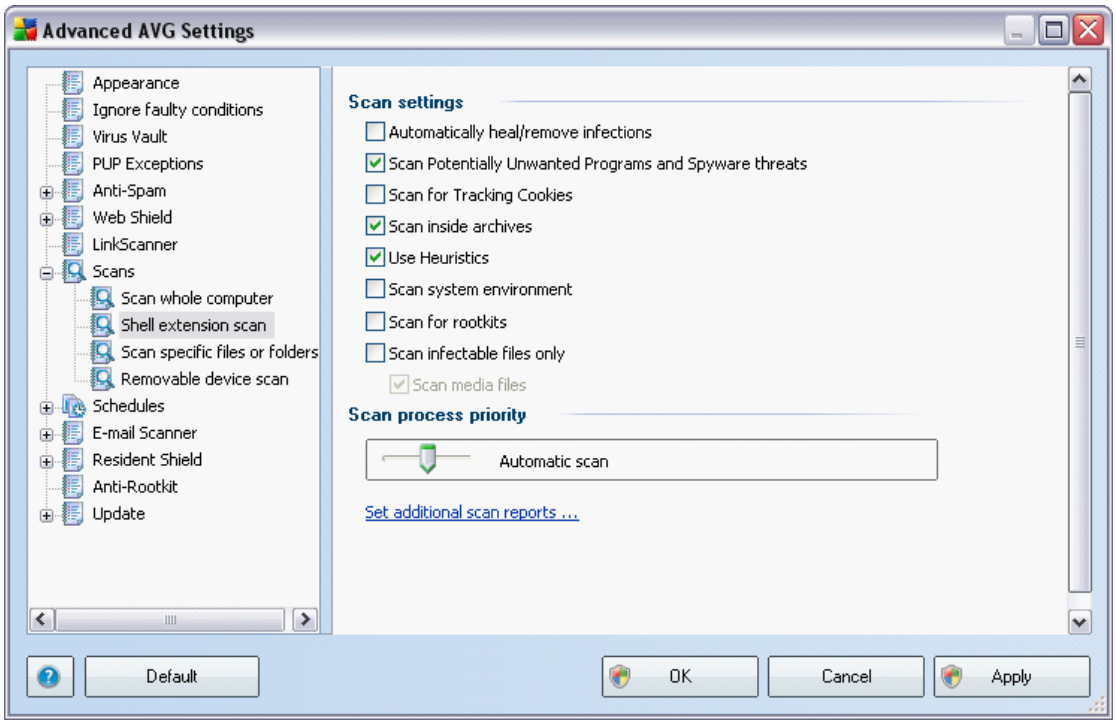
Set additional scan reports ...

Click the ***Set additional scan reports ...*** link to open a standalone dialog window called ***Scan reports*** where you can tick several items to define what scan findings should be reported:



11.8.2. Shell Extension Scan

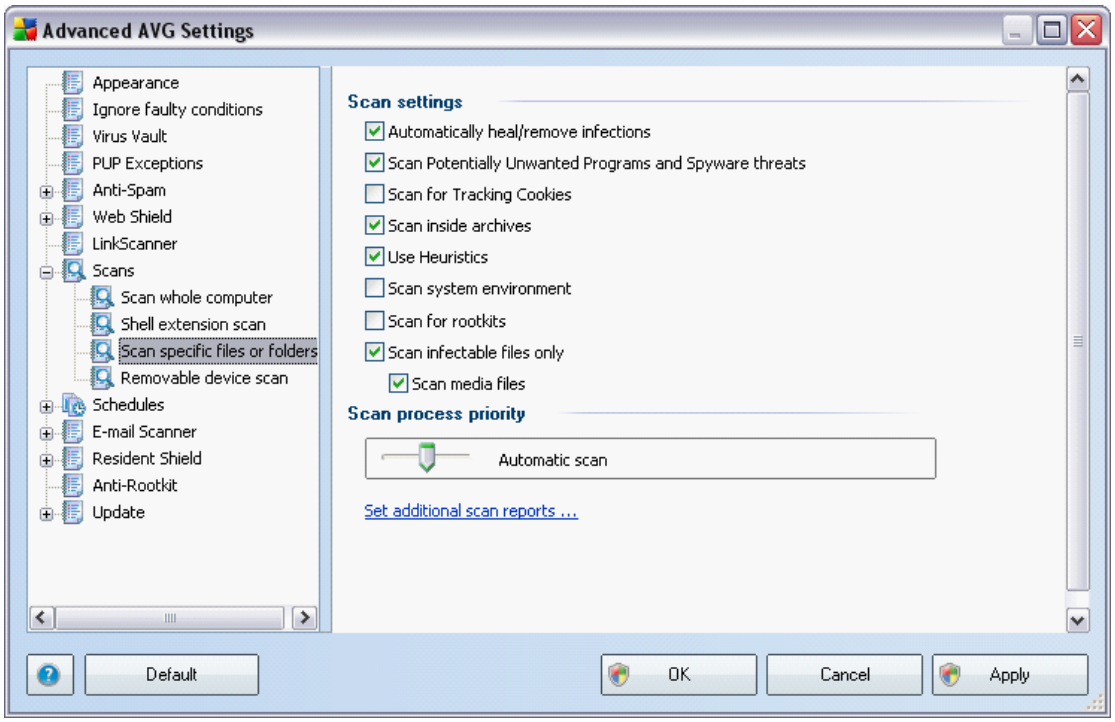
Similar to the previous ***Scan whole computer*** item, this item named ***Shell extension scan*** also offers several options for editing the scan predefined by the software vendor. This time the configuration is related to scanning of specific objects launched directly from the Windows Explorer environment (*shell extension*), see chapter ***Scanning in Windows Explorer***:



The list of parameters is identical to those available for the ***Scan of the whole computer*** . However, the default settings differ: with the ***Scan of the Whole Computer*** most parameters are selected while for the ***Shell extension scan*** (***Scanning in Windows Explorer***) only the relevant parameters are switched on.

11.8.3 Scan Specific Files or Folders

The editing interface for ***Scan specific files or folders*** is identical to the ***Scan Whole Computer*** editing dialog. All configuration options are the same; however, the default settings are more strict for the ***Scan of the whole computer***:

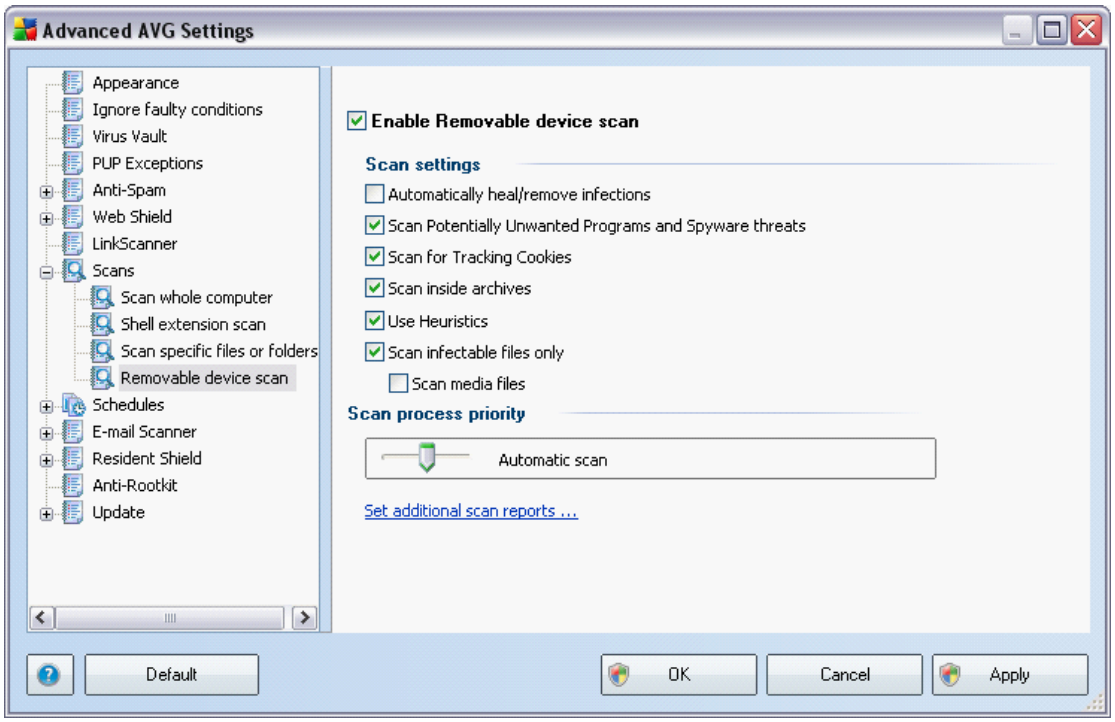


All parameters set up in this configuration dialog apply only to the areas selected for scanning with the ***Scan of specific files or folders***! If you tick the ***Scan for rootkits*** option within this configuration dialog, only a quick rootkit test will be performed, i.e. rootkit scanning of selected areas only.

Note: *For a description of specific parameters please consult the chapter* ***AVG Advanced Settings / Scans / Scan Whole Computer****.*

11.8.4. Removable Device Scan

The editing interface for ***Removable device scan*** is also very similar to the ***Scan Whole Computer*** editing dialog:



The ***Removable device scan*** is launched automatically once you attach any removable device to your computer. By default, this scanning is switched off. However, it is crucial to scan removable devices for potential threats since these are a major source of infection. To have this scanning ready and launched automatically when needed, mark the ***Enable Removable device scan*** option.

Note: *For a description of specific parameters please consult the chapter* ***AVG Advanced Settings / Scans / Scan Whole Computer****.*

11.9. Schedules

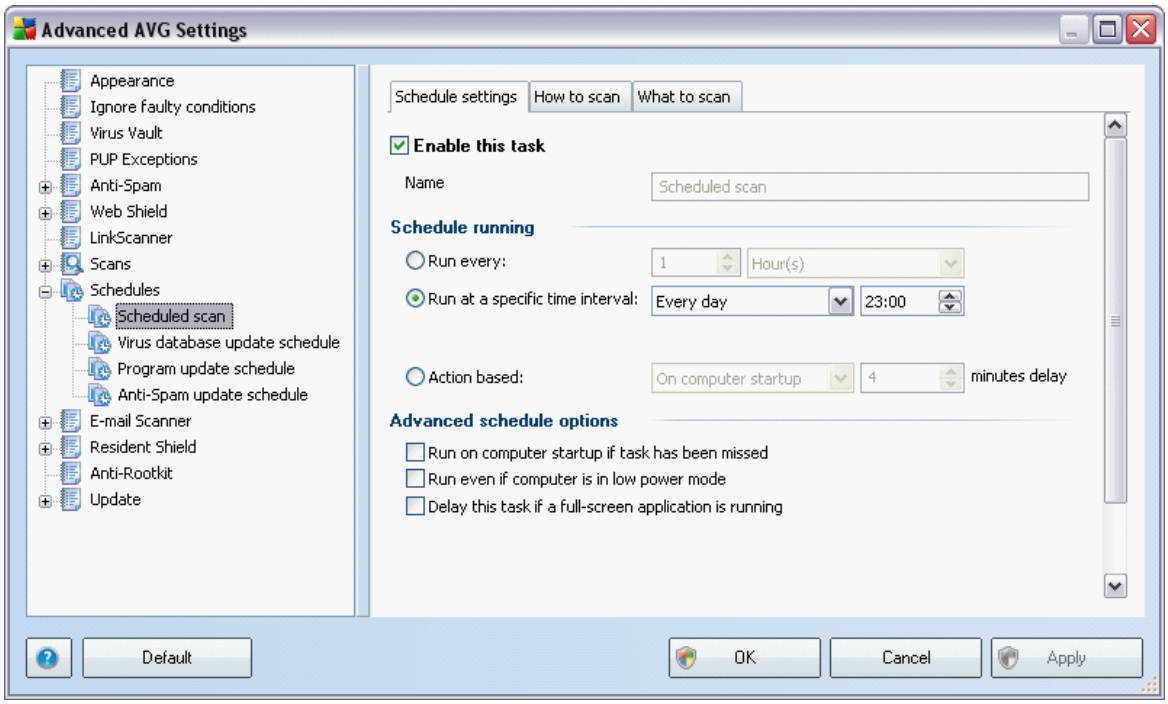
In the ***Schedules*** section you can edit the default settings of:

- Whole computer scan schedule
- Virus database update schedule

- Program update schedule
- Anti-Spam update schedule

11.9.1 Scheduled Scan

Parameters of the scheduled scan can be edited (*or a new schedule set up*) on three tabs:



On the ***Schedule settings*** tab you can first check/uncheck the ***Enable this task*** item to simply deactivate the scheduled test temporarily, and switch it on again as the need arises.

Next, give a name to the scan you are about to create and schedule. Type the name into the text field by the ***Name*** item. Try to use brief, descriptive and apt names for scans to make it easier to later recognize the scan from others.

Example: *It is not appropriate to call the scan by the name of "New scan" or "My scan" since these names do not refer to what the scan actually checks. On the other hand, an example of a good descriptive name would be "System areas scan" etc. Also it is not necessary to specify in the scan's name whether it is the scan of the whole*

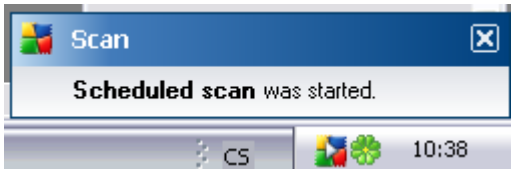
of the computer or just a scan of selected files or folders - your own scans will always be a specific version of the scan of selected files or folders.

In this dialog you can further define the following parameters of the scan:

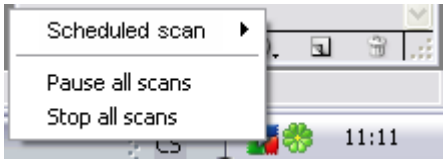
- ***Schedule running*** - specify time intervals for the newly scheduled scan launch. The timing can either be defined by the repeated scan launch after a certain period of time (***Run every ...***) or by defining an exact date and time (***Run at specific time ...***), or possibly by defining an event that the scan launch should be associated with (***Action based on computer startup***).

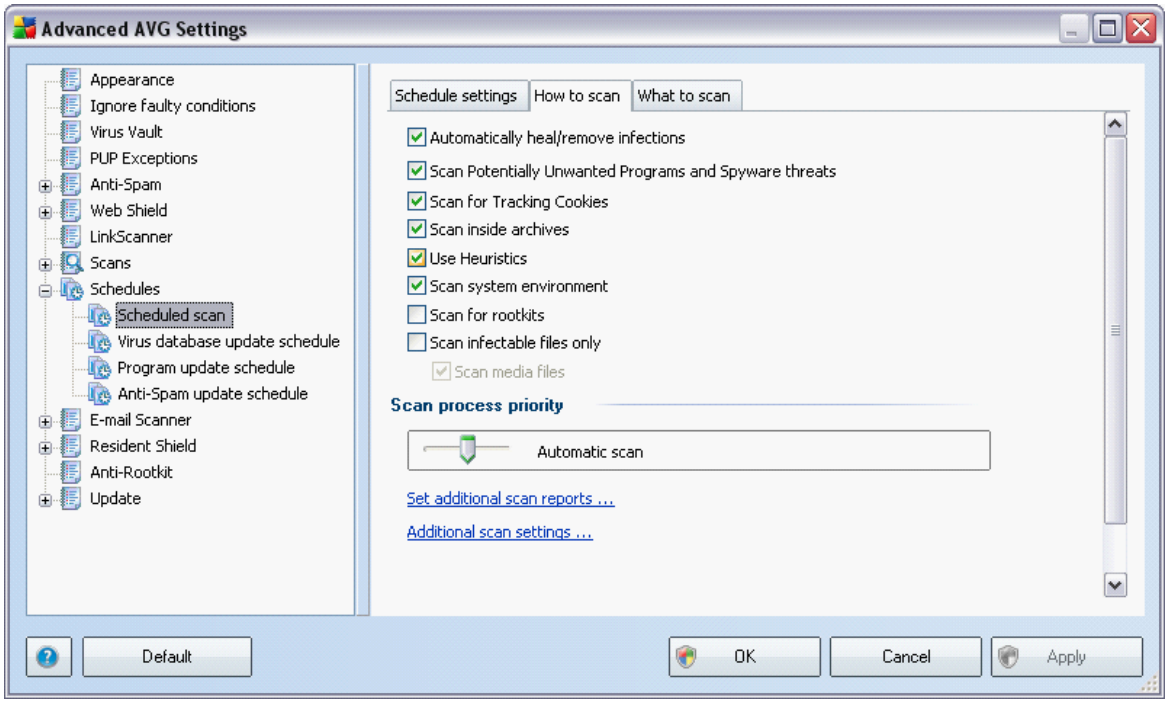
- ***Advanced schedule options*** - this section allows you to define under which conditions the scan should/should not be launched if the computer is in low power mode or switched off completely.

Once the scheduled scan is launched in the time you have specified, you will be informed on this fact via a pop-up window opened over the AVG system tray icon:



A new AVG system tray icon then appears (*in full color with a white arrow - see picture above*) informing a scheduled scan is running. Right-click on the running scan AVG icon to open a context menu where you can decide to pause or even stop the running scan:





On the ***How to scan*** tab you will find a list of scanning parameters that can be optionally switched on/off. By default, most parameters are switched on and the functionality will be applied during scanning. Unless you have a valid reason to change these settings we recommend to keep the predefined configuration:

- ***Automatically heal/remove infection*** - (*switched on, by default*): if a virus is identified during scanning it can be healed automatically if a cure is available . If the infected file cannot be healed automatically, or if you decide to switch off this option, you will be notified upon virus detection and will have to decide what to do with the detected infection. The recommended action is to remove the infected file to the Virus Vault.

- ***Scan Potentially Unwanted Programs*** - (*switched on, by default*): this parameter controls the Anti-Virus functionality that allows detection of potentially unwanted programs (*executable files that can run as spyware or adware*) and these can then be blocked, or removed;

- ***Scan for cookies*** - (*switched on, by default*): this parameter of the Anti-Spyware component defines that cookies should be detected during scanning ; (*HTTP cookies are used for authenticating, tracking, and maintaining specific information about users, such as site preferences or the contents of their*

electronic shopping carts)

- ***Scan inside archives*** - (*switched on, by default*): this parameter defines the scanning should check all files even if they are stored inside an archive, e.g. ZIP, RAR, ...

- ***Use Heuristics*** - (*switched on, by default*): heuristic analysis (*dynamic emulation of the scanned object's instructions in a virtual computer environment*) will be one of the methods used for virus detection during scanning;

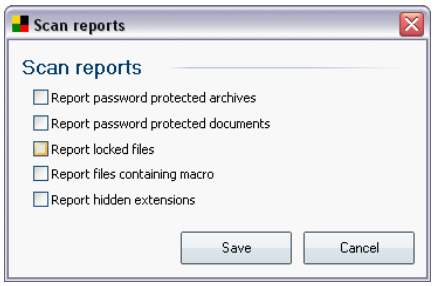
- ***Scan system environment*** - (*switched on, by default*): scanning will also check the system areas of your computer;

- ***Scan for rootkits*** - tick this item if you want to include the rootkit detection into scanning of the entire computer. The rootkit detection is also available on its own within the ***Anti-Rootkit*** component;

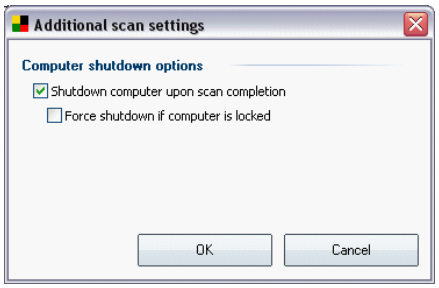
- ***Scan infectable files only*** - (*switched off, by default*): with this option switched on, scanning will not be applied to files that cannot get infected. These can be for instance some plain text files, or some other non-executable files.

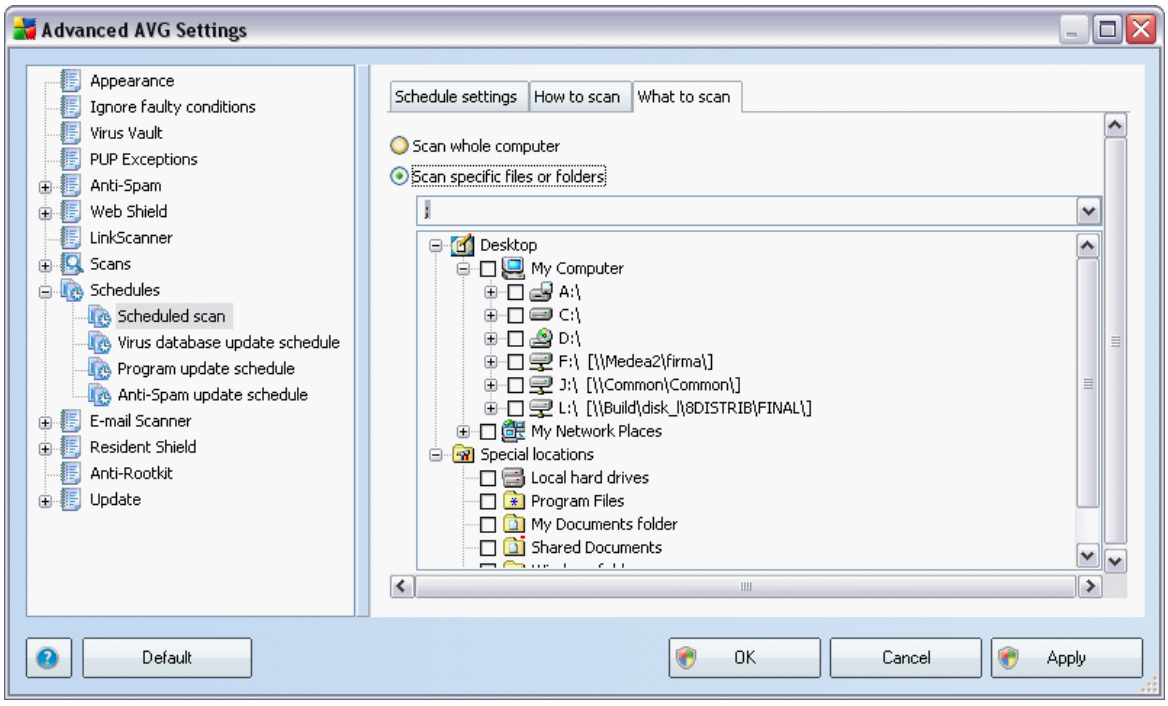
Within the ***Scan process priority*** section you can further specify the desired scanning speed dependent on system resource usage. By default, this option is set to the medium level of automatic resource usage. If you want the scanning to run faster, it will take less time but the system resources usage will increase significantly during the scan, and will slow down your other activities on the PC (*this option can be used when your computer is switched on but nobody is currently working on it*). On the other hand, you can decrease the system resources usage by extending the scanning duration.

Click the ***Set additional scan reports ...*** link to open a standalone dialog window called ***Scan reports*** where you can tick several items to define what scan findings should be reported:



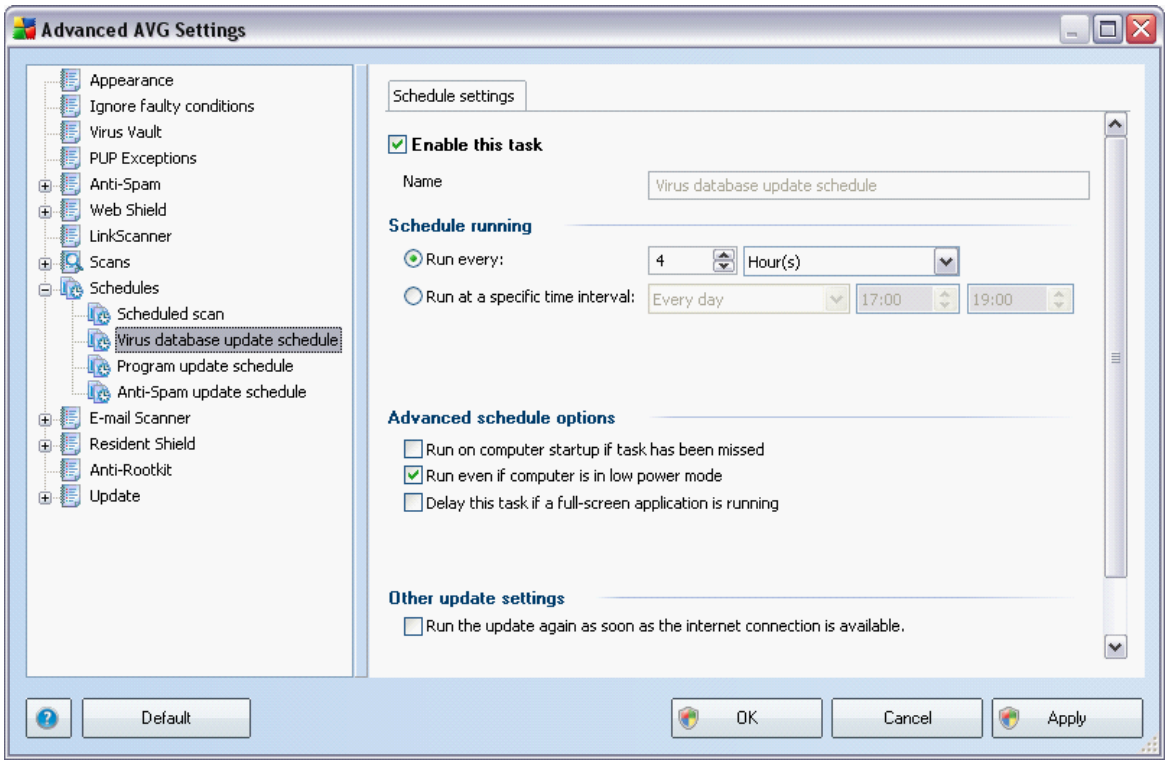
Click the ***Additional scan settings ...*** to open a new ***Computer shutdown options*** dialog where you can decide whether the computer should be shut down automatically once the running scanning process is over. Having confirmed this option (***Shutdown computer upon scan completion***), a new option activates that allows the computer to shut down even if it is currently locked (***Force shutdown is computer is locked***).





On the ***What to scan*** tab you can define whether you want to schedule scanning of the whole computer or scanning of specific files or folders. If you select scanning of specific files or folders, in the bottom part of this dialog the displayed tree structure activates and you can specify the folders to be scanned.

11.9.2. Virus Database Update Schedule



On the ***Schedule settings*** tab you can first check/uncheck the ***Enable this task*** item to simply deactivate the scheduled virus database update temporarily, and switch it on again as the need arises.

The basic virus database update scheduling is covered within the ***Update Manager*** component. Within this dialog you can set up some detailed parameters of the virus database update schedule:

Give a name to the virus database update schedule you are about to create. Type the name into the text field by the ***Name*** item. Try to use brief, descriptive and appropriate names of update schedules to make it easier to recognize the schedule among others later.

- ***Schedule running*** - specify the time intervals for the newly scheduled virus database update launch. The timing can either be defined by the repeated update launch after a certain period of time (***Run every ...***) or by defining an exact date and time (***Run at specific time ...***), or possibly by defining an event that the update launch should be associated with (***Action based on***

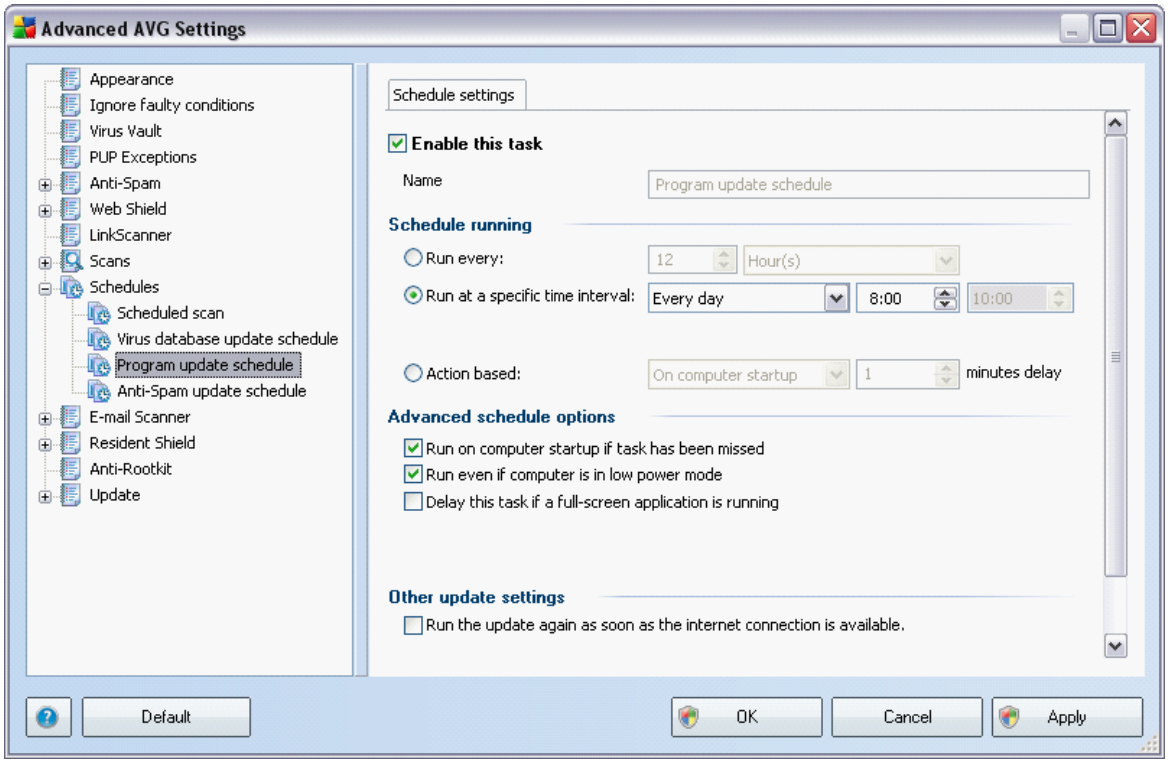
computer startup).

- ***Advanced schedule options*** - this section allows you to define under which conditions the virus database update should/should not be launched if the computer is in low power mode or switched off completely.

- ***Other update settings*** - check this option to make sure than if the internet connection gets corrupted and the update process fails, it will be launched again immediately after the internet connection is restored.

Once the scheduled scan is launched in the time you have specified, you will be informed on this fact via a pop-up window opened over the AVG system tray icon (*provided that you have kept the default configuration of the the* ***Advanced Settings/ Appearance*** *dialog*).

11.9.3 Program Update Schedule



On the ***Schedule settings*** tab you can first check/uncheck the ***Enable this task*** item to simply deactivate the scheduled program update temporarily, and switch it on again as the need arises.

Next, give a name to the program update schedule you are about to create. Type the name into the text field by the ***Name*** item. Try to use brief, descriptive and appropriate names of update schedules to make it easier to recognize the schedule among others later.

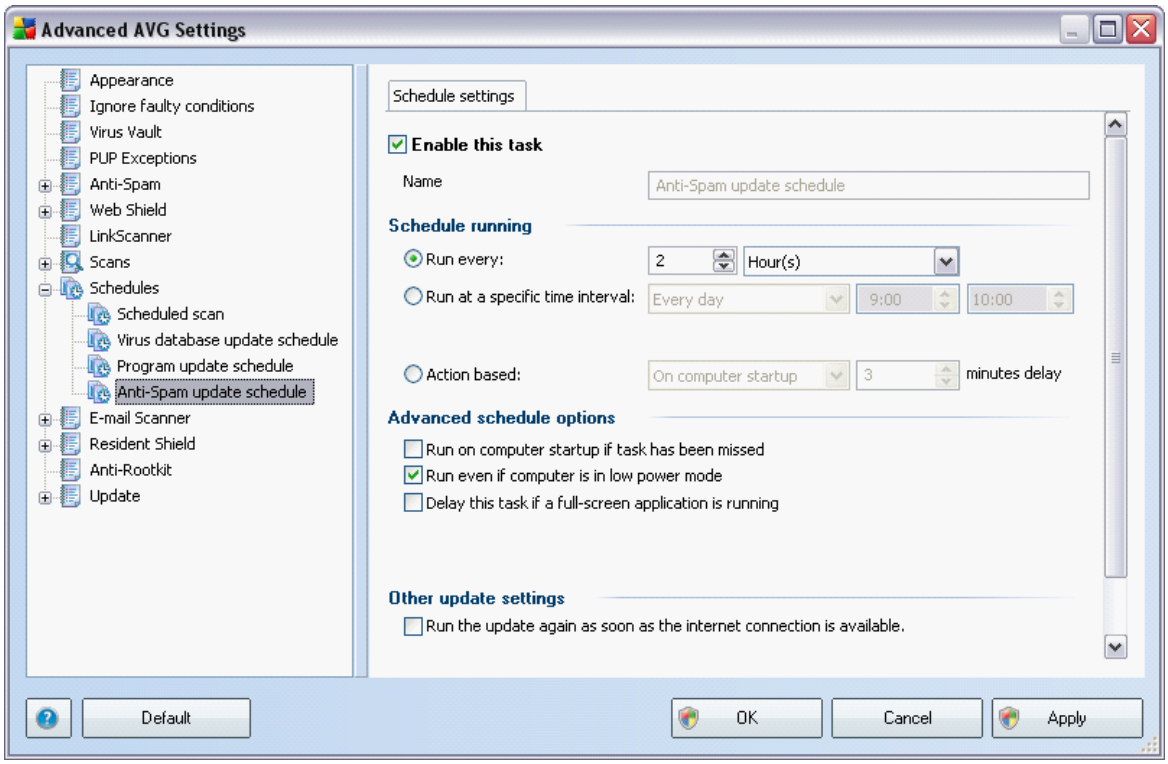
- ***Schedule running*** - specify the time intervals for the newly scheduled program update launch. The timing can either be defined by the repeated update launch after a certain period of time (***Run every ...***) or by defining an exact date and time (***Run at specific time ...***), or possibly by defining an event that the update launch should be associated with (***Action based on computer startup***).

- ***Advanced schedule options*** - this section allows you to define under which conditions the program update should/should not be launched if the computer is in low power mode or switched off completely.

- ***Other update settings*** - check this option to make sure than if the internet connection gets corrupted and the update process fails, it will be launched again immediately after the internet connection is restored.

Once the scheduled scan is launched in the time you have specified, you will be informed on this fact via a pop-up window opened over the AVG system tray icon (*provided that you have kept the default configuration of the the* ***Advanced Settings/ Appearance*** *dialog*).

11.9.4 Anti-Spam Update Schedule



On the ***Schedule settings*** tab you can first check/uncheck the ***Enable this task*** item to simply deactivate the scheduled ***Anti-Spam*** update temporarily, and switch it on again as the need arises.

Basic ***Anti-Spam*** update scheduling is covered within the ***Update Manager*** component. Within this dialog you can set up some detailed parameters of the update schedule:

Next, give a name to the ***Anti-Spam*** update schedule you are about to create. Type the name into the text field by the ***Name*** item. Try to use brief, descriptive and appropriate names of update schedules to make it easier to recognize the schedule among others later.

- ***Schedule running*** - specify the time intervals for the newly scheduled ***Anti-Spam*** update launch. The timing can either be defined by the repeated ***Anti-Spam*** update launch after a certain period of time (***Run every ...***) or by defining an exact date and time (***Run at specific time ...***), or possibly by defining an event that the update launch should be associated with (***Action***

based on computer startup).

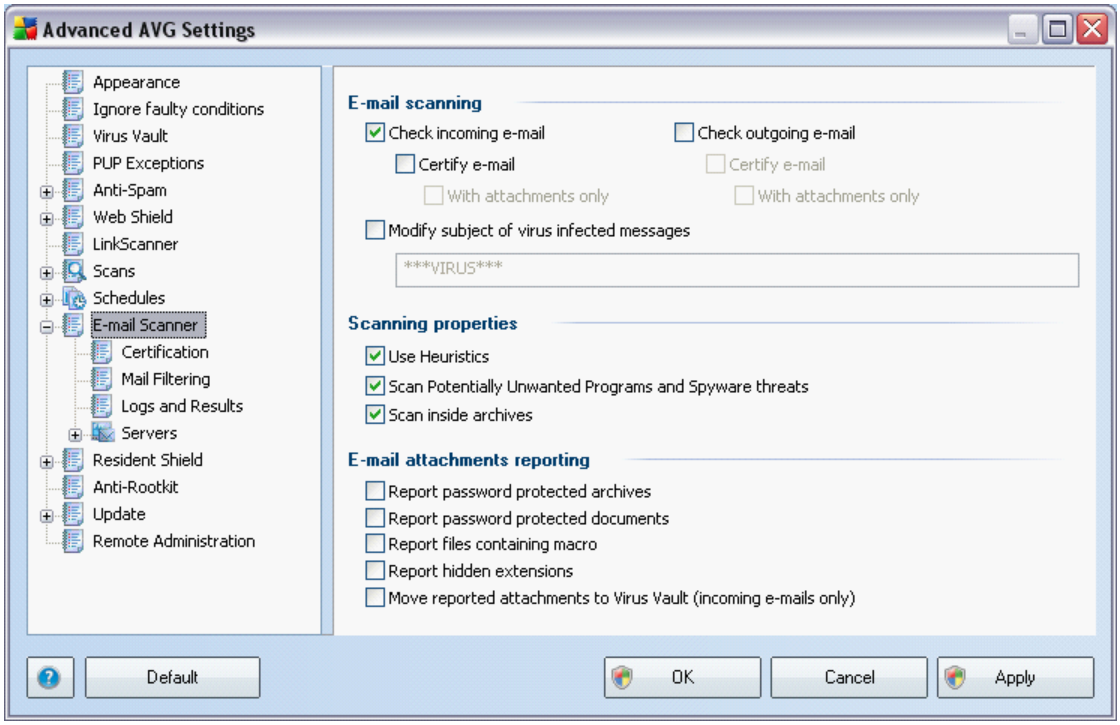
- ***Advanced schedule options*** - this section allows you to define under which conditions the ***Anti-Spam*** update should/should not be launched if the computer is in low power mode or switched off completely.

- ***Task settings*** - in this section you can uncheck the ***Enable this task*** item to simply deactivate the scheduled ***Anti-Spam*** update temporarily, and switch it on again as the need arises.

- ***Other update settings*** - check this option to make sure than if the internet connection gets corrupted and the ***Anti-Spam*** update process fails, it will be launched again immediately after the internet connection is restored.

Once the scheduled scan is launched in the time you have specified, you will be informed on this fact via a pop-up window opened over the AVG system tray icon (*provided that you have kept the default configuration of the the **Advanced Settings/ Appearance** dialog*).

11.1 E-mail Scanner



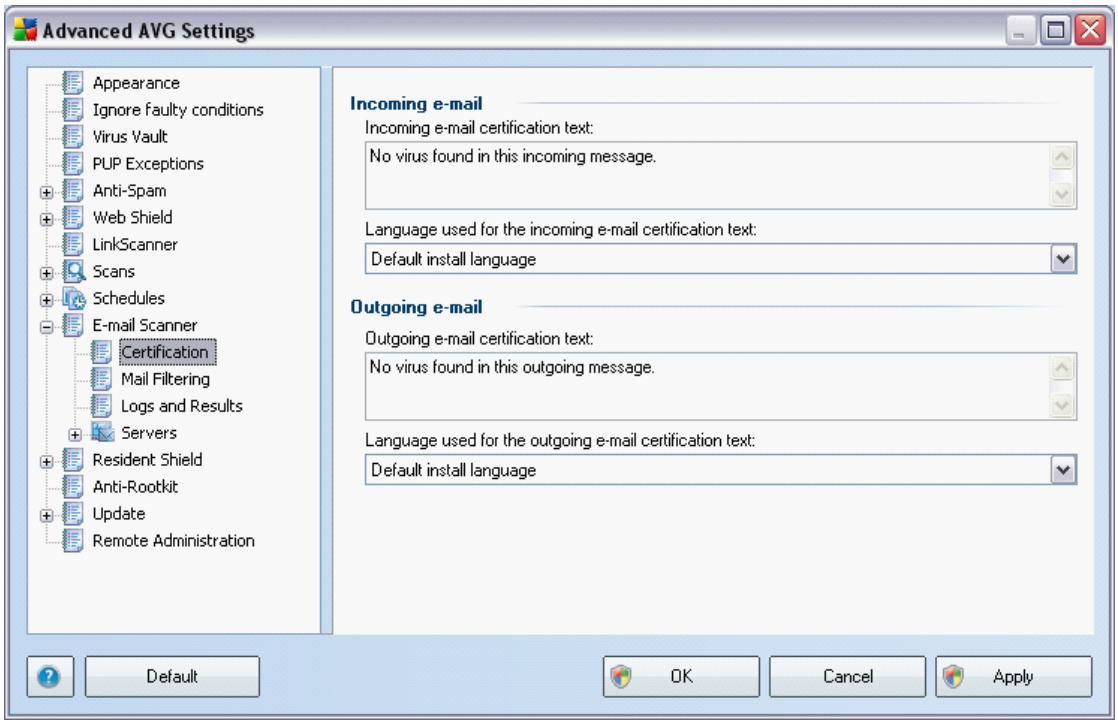
The ***E-mail Scanner*** dialog is divided into three sections:

- ***E-mail scanning*** - in this section select whether you want to scan the incoming/outgoing e-mail messages and whether all e-mails should be certified or only e-mails with attachments (e-*mail virus-free certification is not supported in HTML/RTF format*). Additionally you can choose if you want AVG to modify the subject for messages that contain potential viruses. Tick the ***Modify subject of virus infected messages*** checkbox and change the text respectively (*default value is* ****VIRUS****).

- ***Scanning properties*** - specify whether the heuristic analysis method should be used during scanning (***Use heuristic***), whether you want to check for the presence of potentially unwanted programs (***Scan Potentially Unwanted Programs***), and whether archives should be scanned too (***Scan inside archives***).

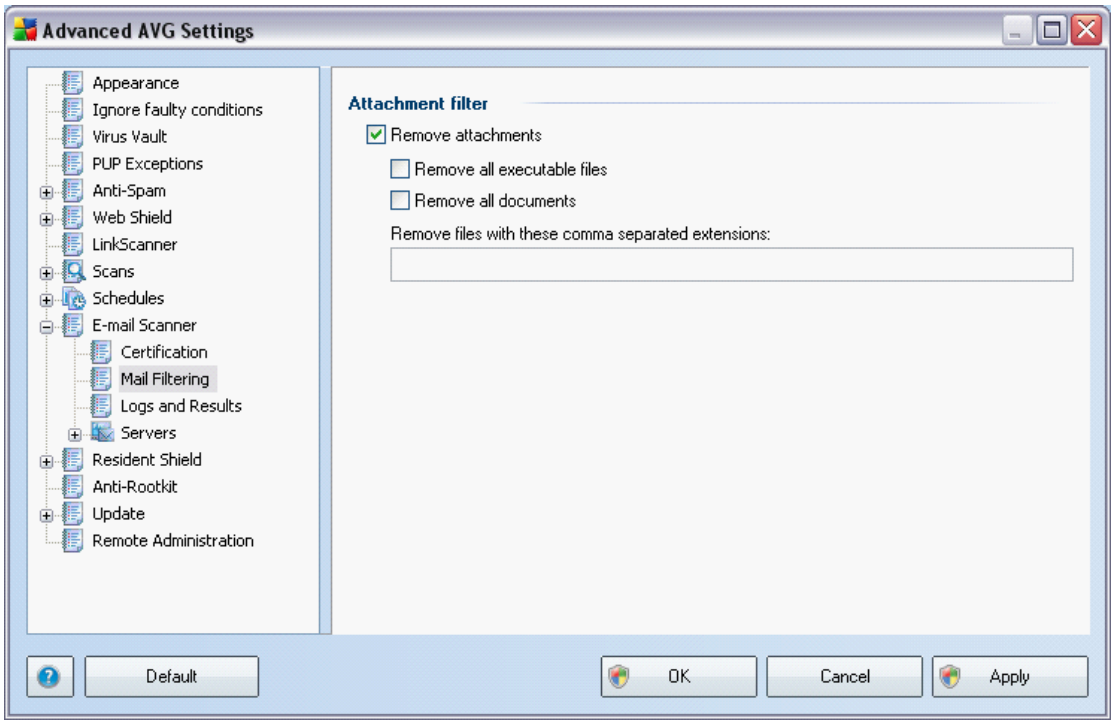
- ***E-mail attachments reporting*** - specify whether you wish to be notified via e-mail about password protected archives, password protected documents, macro containing files and/or files with hidden extension detected as an attachment of the scanned e-mail message. If such a message is identified during scanning, define whether the detected infectious object should be moved to the ***Virus Vault***.

11.10. Certification



In the ***Certification*** dialog you can specify exactly what text the certification note should contain, and in what language. This should be specified separately for ***Incoming mail*** and ***Outgoing mail***.

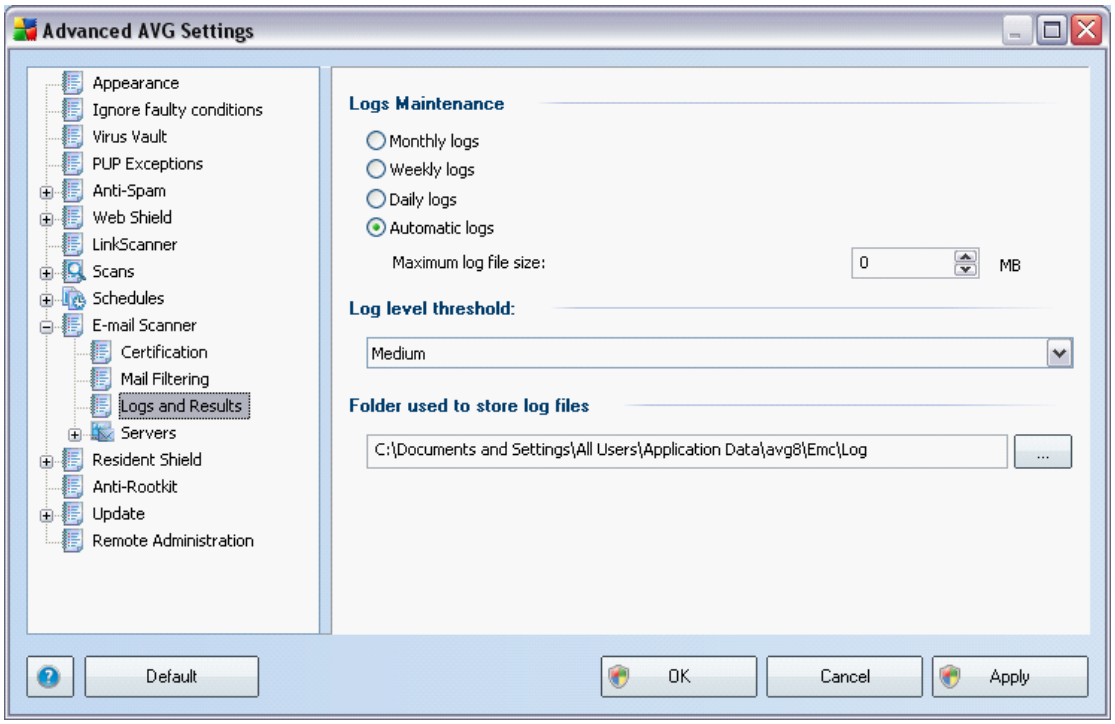
11.10. Mail Filtering



The ***Attachment filter*** dialog allows you to set up parameters for e-mail messages attachment scanning. By default, the ***Remove attachments*** option is switched off. If you decide to activate it, all e-mail message attachments detected as infectious or potentially dangerous will be removed automatically. If you want to define specific types of attachments that should be removed, select the respective option:

- ***Remove all executable files*** - all *.exe files will be deleted
- ***Remove all documents*** - all *.doc files will be deleted
- ***Remove files with these extensions*** - will remove all files with the defined extensions

11.10. Logs and Results

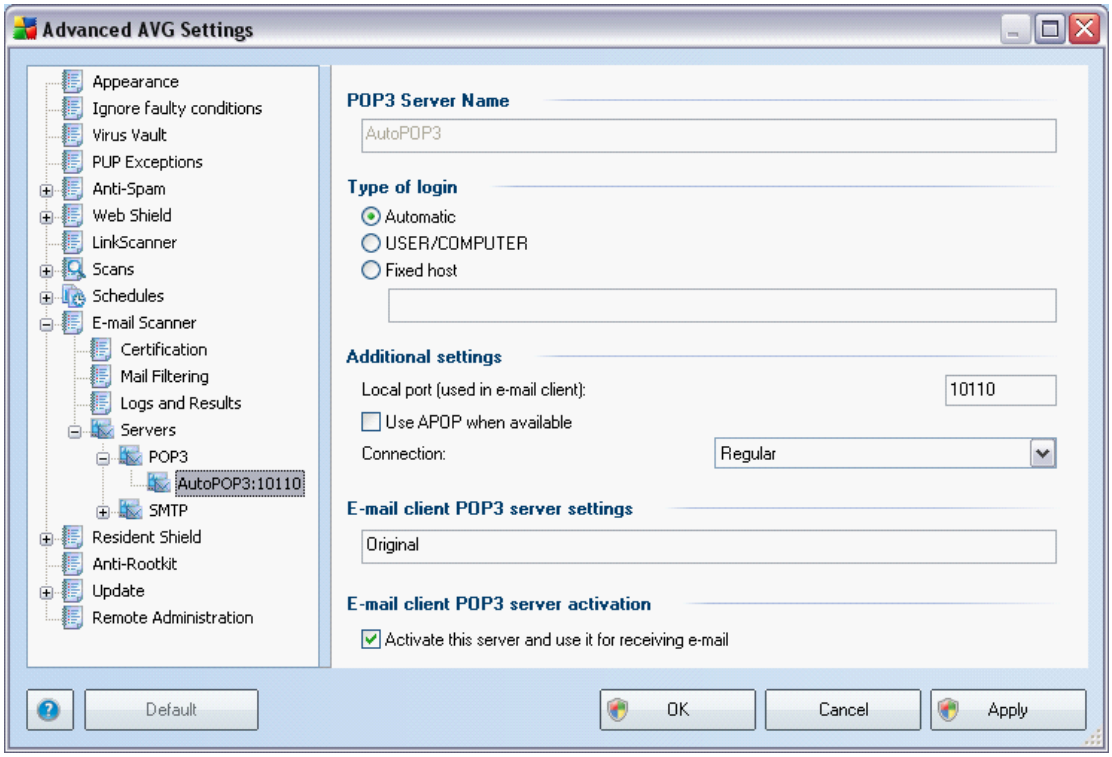


The dialog opened via the ***Logs and Results*** navigation item allows you to specify parameters for e-mail scanning results maintenance. The dialog is divided into several sections:

- ***Logs Maintenance*** - define whether you want to log e-mail scanning information daily, weekly, monthly, ... ; and also specify the maximum size of the log file (*in MB*)
- ***Log level threshold*** - the medium level is set up by default - you can select a lower level (*logging elementary connection information*) or higher level (*logging of all traffic*)
- ***Folder used to store log files*** - define where the log file should be located

11.10. Servers

In the ***Servers*** section you can edit parameters of the ***E-mail Scanner*** component servers, or set up a new server fusing the ***Add new server*** button.



In this dialog (opened via ***Servers / POP3***) you can set up a new ***E-mail Scanner*** server using the POP3 protocol for incoming mail:

- ***POP3 Server Name*** - type in the name of the server or keep the AutoPOP3 default name
- ***Type of login*** - defines the method for determining the mail server used for incoming mail:
  - Automatic - Login will be carried out automatically, according to your e-mail client settings.
  - USER/COMPUTER - the simplest and the most frequently used method for determining the destination mail server is the proxy method. To use this method, specify the name or address (or also the port) as part of the login user name for the given mail server, separating them with the / character. For example, for the account user1 on the server pop.acme.com and the port 8200 you would use user1/pop.acme.com:8200 for the login name.

- Fixed host - In this case, the program will always use the server specified here. Please specify the address or name of your mail server. The login name remains unchanged. For a name, you may use a domain name (for example, pop.acme.com) as well as an IP address (for example, 123.45.67.89). If the mail server uses a non-standard port, you can specify this port after the server name by using a colon as the delimiter (for example, pop.acme.com:8200). The standard port for POP3 communication is 110.

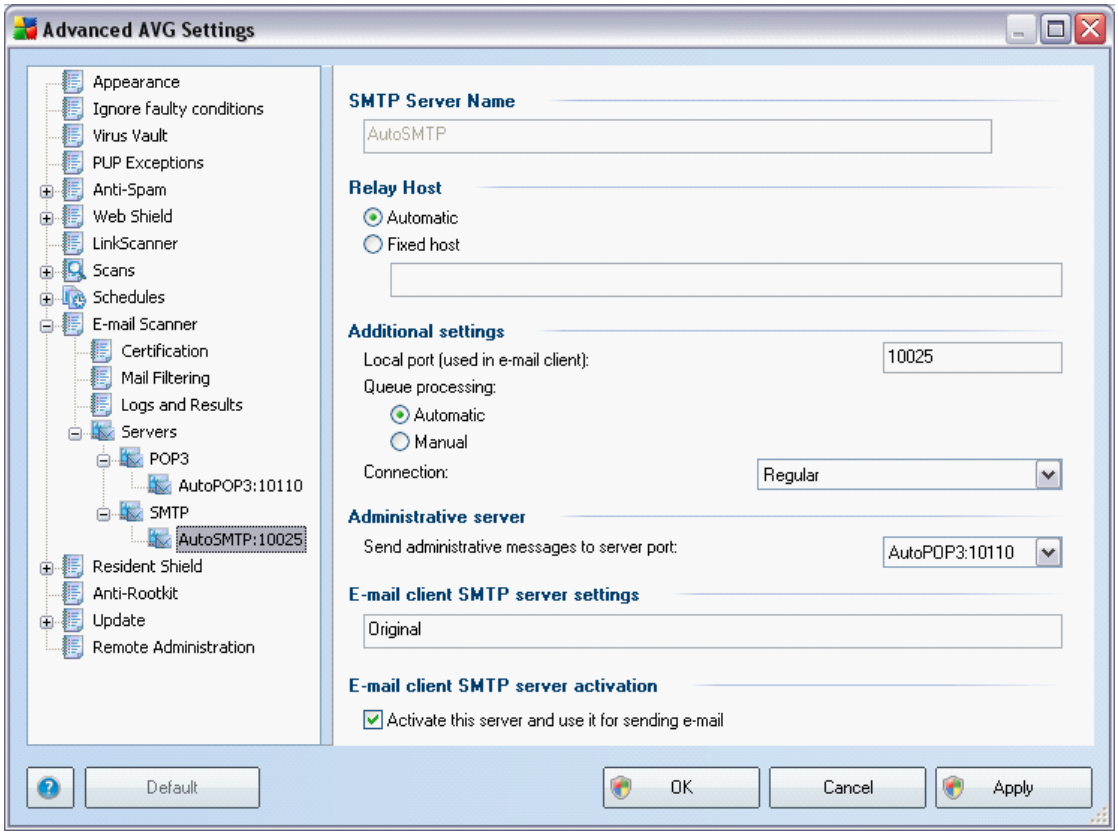
- ***Additional settings*** - specifies more detailed parameters:

  - Local port - specifies the port on which the communication from your mail application should be expected. You must then specify in your mail application this port as the port for POP3 communication.

  - Use APOP when available - this option provides more secure mail server login. This makes sure that the ***E-mail Scanner*** uses an alternative method of forwarding the user account password for login, sending the password to the server not in an open, but in an encrypted format using a variable chain received from the server. Naturally, this feature is available only when the destination mail server supports it.

  - Connection - in the drop-down menu, you can specify which kind of connection to use (regular/SSL/SSL default). If you choose SSL connection, the data sent is encrypted without the risk of being traced or monitored by a third party. This feature is also only available when the destination mail server supports it.

- ***E-mail client POP3 server activation*** - provides brief information on the configuration settings required to correctly configure your e-mail client (so that the ***E-mail Scanner*** will check all incoming mail). This is a summary based on the corresponding parameters specified in this dialog and other related dialogs.



In this dialog (opened via ***Servers / SMTP***) you can set up a new ***E-mail Scanner*** server using the SMTP protocol for outgoing mail:

- ***SMTP Server Name*** - type in the name of the server or keep the AutoSMTP default name
- ***Relay Host*** - defines the method for determining the mail server used for outgoing mail:
  - Automatic - login will be carried out automatically, according to your e-mail client settings
  - Fixed host - in this case, the program will always use the server specified here. Please specify the address or name of your mail server. You may use a domain name (for example, smtp.acme.com) as well as an IP address (for example, 123.45.67.89) for a name. If the mail server uses a

non-standard port, you can type this port behind the server name using a colon as the delimiter (for example, smtp.acme.com:8200). The standard port for SMTP communication is 25.

- ***Additional settings*** - specifies more detailed parameters:

- Local port - specifies the port on which the communication from your mail application should be expected. You must then specify in your mail application this port as the port for SMTP communication.

- Queue processing - determines the behavior of the ***E-mail Scanner*** when processing the requirements for sending mail messages:

  - Automatic - the outgoing mail is immediately delivered (sent) to the target mail server

  - Manual - the message is inserted into the queue of outgoing messages and sent later

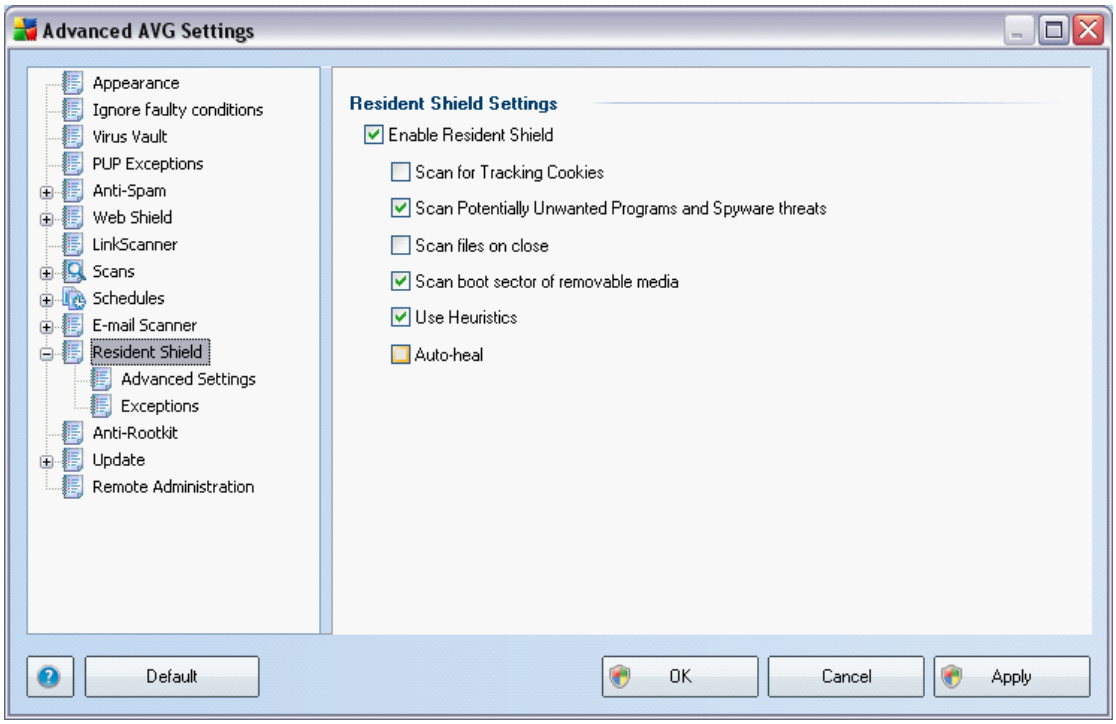
- Connection - in this drop-down menu, you can specify which kind of connection to use (regular/SSL/SSL default). If you choose SSL connection, the data sent is encrypted without the risk of being traced or monitored by a third party. This feature is available only when the destination mail server supports it.

- ***Administrative server*** - shows the number of the port of the server that will be used for the reverse delivery of administration reports. These messages are generated, for example, when the target mail server rejects the outgoing message or when this mail server is not available.

- ***E-mail client SMTP server settings*** - provides information on how to configure the client mail application so that outgoing mail messages are checked using the currently modified server for checking the outgoing mail. This is a summary based on the corresponding parameters specified in this dialog and other related dialogs.

11.1 Resident Shield

The ***Resident Shield*** component performs live protection of files and folders against viruses, spyware and other malware.



In the ***Resident Shield Settings*** dialog you can activate or deactivate the ***Resident Shield*** protection completely by checking/unchecking the ***Enable Resident Shield*** item (*this option is switched on by default*). In addition you can select which ***Resident Shield*** features should be activated:

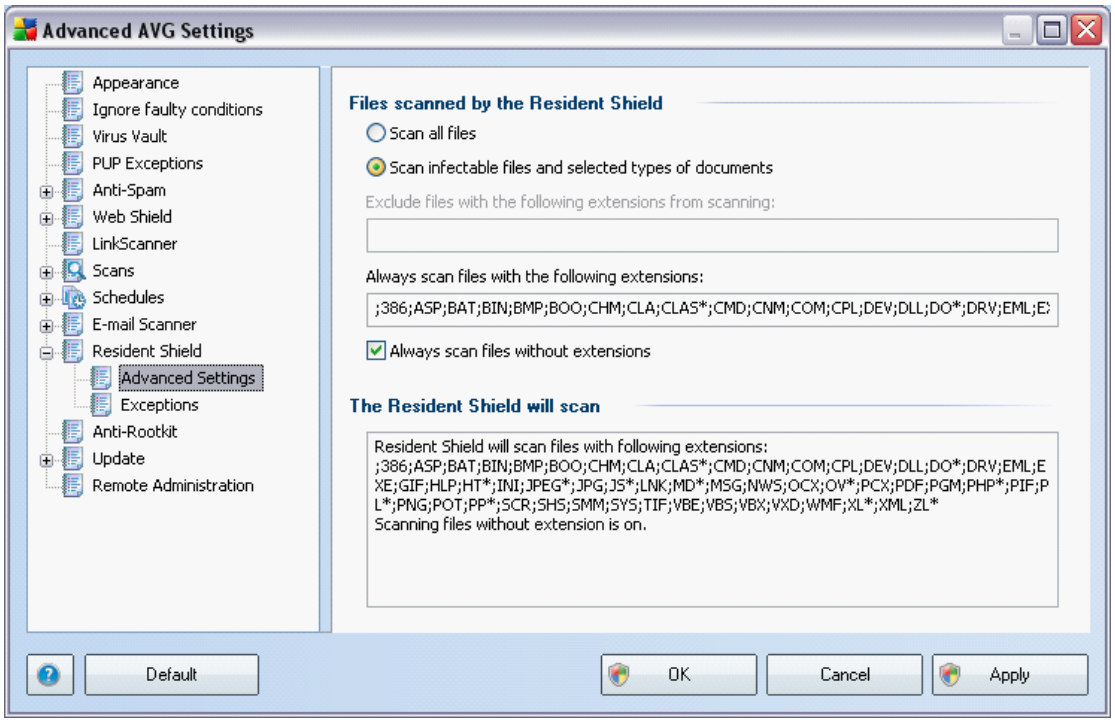
- ***Scan cookies*** - this parameter defines that cookies should be detected during scanning. (*HTTP cookies are used for authenticating, tracking, and maintaining specific information about users, such as site preferences or the contents of their electronic shopping carts*)
- ***Scan Potentially Unwanted Programs*** - (*switched on by default*) scanning for potentially unwanted programs (*executable applications that can behave as various types of spyware or adware*)
- ***Scan on process closing*** - on-close scanning ensures that AVG scans active objects (e.g. applications, documents ...) when they are being opened, and

also when they are being closed; this feature helps you protect your computer against some types of sophisticated virus

- ***Scan boot sector of removable media*** - (*switched on by default*)
- ***Use Heuristics*** - (*switched on by default*) heuristic analysis will be used for detection (*dynamic emulation of the scanned object's instructions in a virtual computer environment*)
- ***Auto-heal*** - any detected infection will be healed automatically if there is a cure available

11.11. Advanced Settings

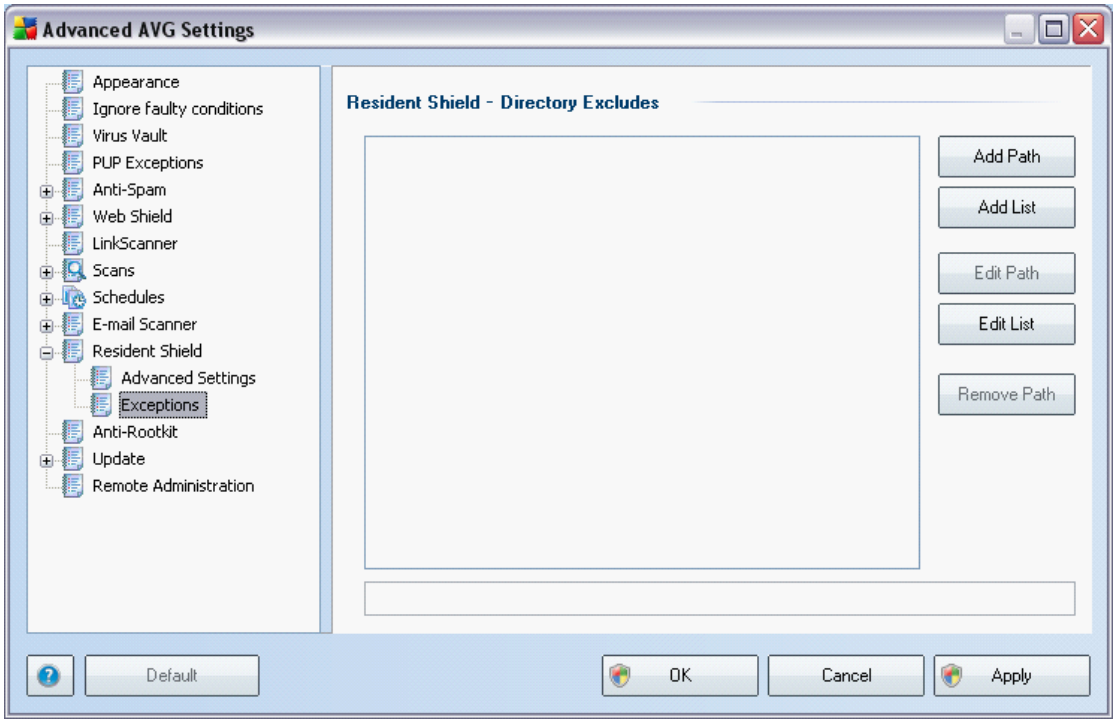
In the ***Files scanned by the Resident Shield*** dialog it is possible to configure which files will be scanned (*by specific extensions*):



Decide whether you want all files to be scanned or just infectable files - if so, you can further specify a list of extensions defining files that should be excluded from scanning, and also a list of file extensions defining files that must be scanned under all

circumstances.

11.11. Exceptions



The ***Resident Shield - Directory Excludes*** dialog offers the possibility of defining folders that should be excluded from the ***Resident Shield*** scanning. If this is not essential, we strongly recommend not excluding any directories! If you decide to exclude a folder from ***Resident Shield*** scanning, the new settings will only take effect after the computer is restarted!

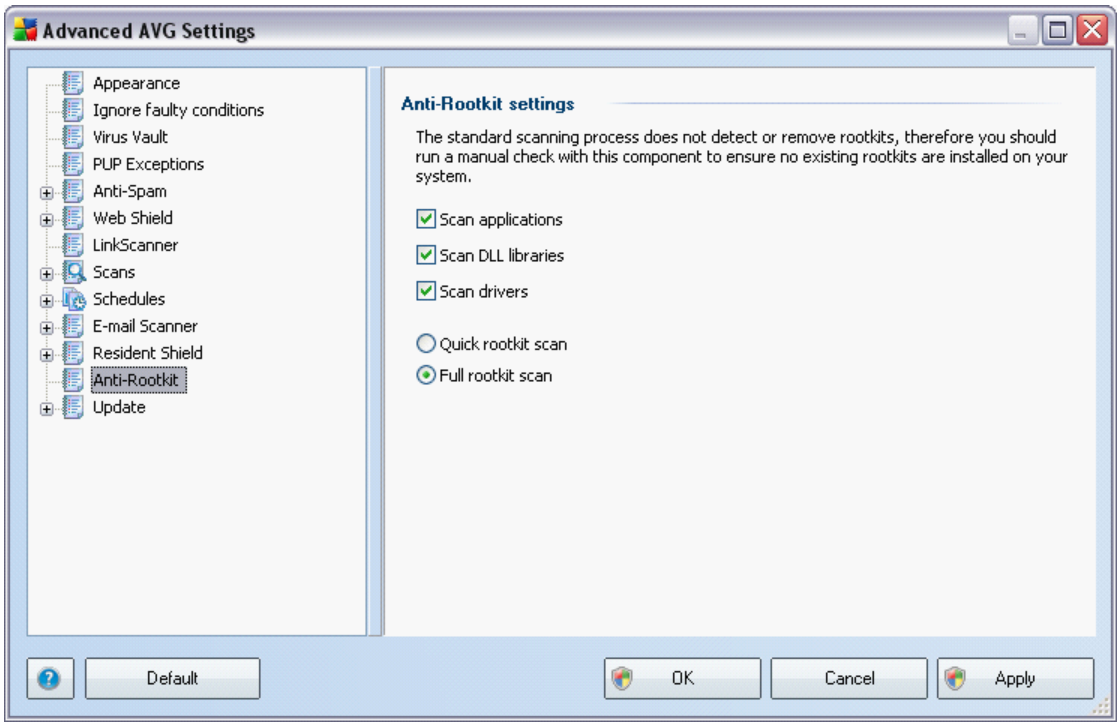
The dialog provides the following control buttons:

- ***Add path*** – specify directories to be excluded from the scanning by selecting them one by one from the local disk navigation tree
- ***Add list*** – allows you to enter a whole list of directories to be excluded from the ***Resident Shield*** scanning
- ***Edit path*** – allows you to edit the specified path to a selected folder
- ***Edit list*** – allows you to edit the list of folders

- ***Remove path*** – allows you to delete the path to a selected folder from the list

11.1 Anti-Rootkit

In this dialog you can edit the ***Anti-Rootkit*** component's configuration:



Editing of all functions of the ***Anti-Rootkit*** component as provided within this dialog is also accessible directly from the ***Anti-Rootkit component's interface***.

Mark up the respective check-boxes to specify objects that should be scanned:

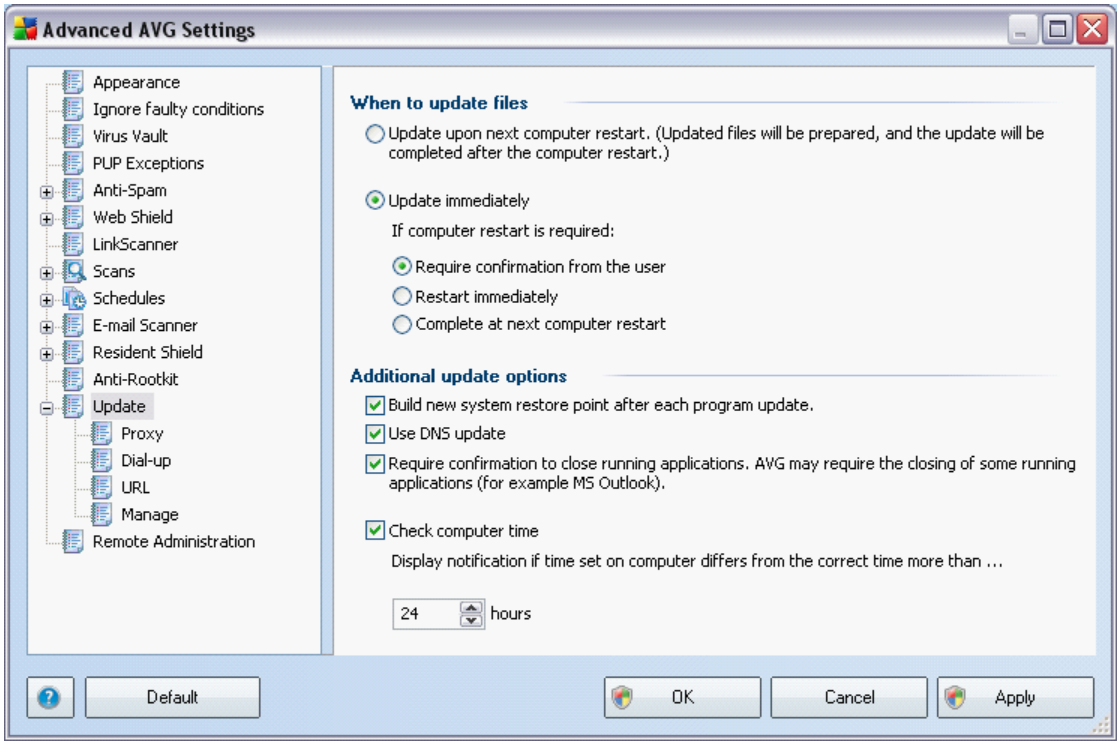
- ***Scan applications***
- ***Scan DLL libraries***
- ***Scan drivers***

Further you can pick the rootkit scanning mode:

- ***Quick rootkit scan*** - scans only the system folder (*typically c:\Windows*)

- ***Full rootkit scan*** - scans all accessible disks except for A: and B:

11.1. Update



The ***Update*** navigation item opens a new dialog where you can specify general parameters regarding the AVG update:

When to update files

In this section you can select between two alternative options: update can be scheduled for the next PC restart or you can launch the update immediately. By default, the immediate update option is selected since this way AVG can secure the maximum safety level. Scheduling an update for the next PC restart can only be recommended if you are sure the computer gets restarted regularly, at least daily.

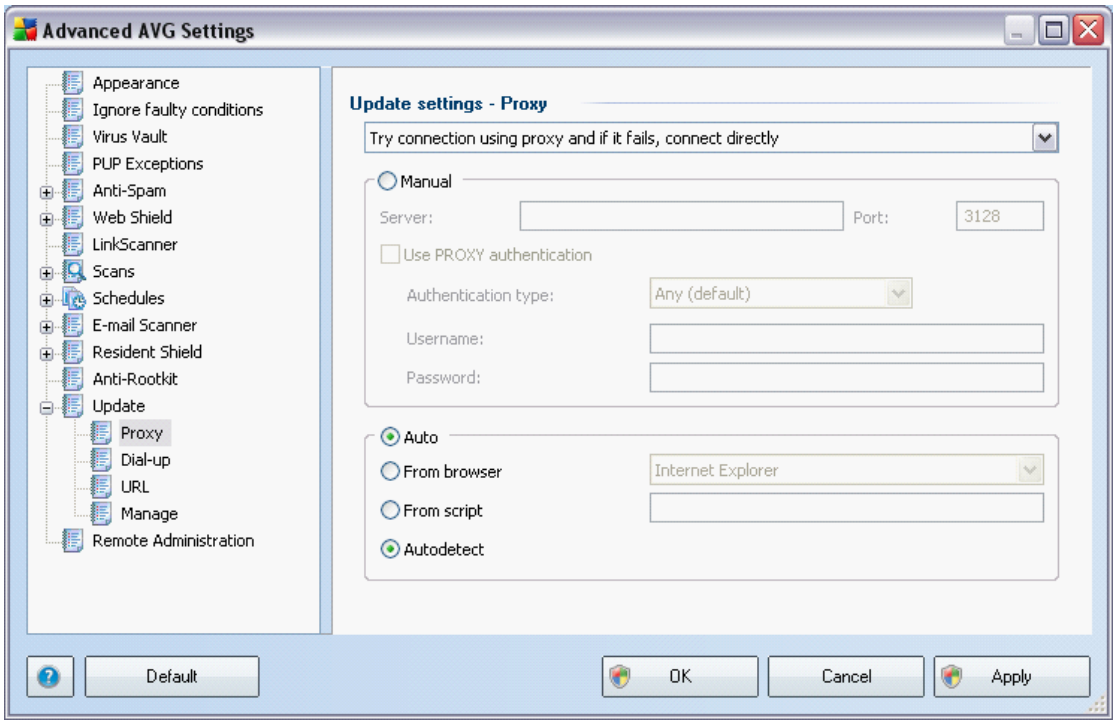
If you decide to keep the default configuration and launch the update process immediately, you can specify the circumstances under which a possible required restart should be performed:

- ***Require confirmation from the user*** - you will be asked to approve a PC restart needed to finalize the update process
- ***Restart immediately*** - the computer will be restarted automatically immediately after the update process has finished, and your approval will not be required
- ***Complete at next computer restart*** - the update process finalization will be postponed until the next computer restart - again, please keep in mind that this option is only recommended if you can be sure the computer gets restarted regularly, at least daily

Additional update options

- ***Build new system restore point after each program update*** - before each AVG program update launch, a system restore point is created. In case the update process fails and your operating system crashes you can always restore your OS in its original configuration from this point. This option is accessible via Start / All Programs / Accessories / System tools / System Restore, but any changes can be recommended to experienced users only! Keep this check-box ticked if you want to make use of this functionality.
- ***Use DNS update*** - mark this check box to confirm you want to use the update files detection method that eliminates data amount íê~åëÑéæÉÇ=ÄÉíï ÉÉå=ÜÉ= éÇ~íÉ ëÉê ÉêÞåÇ= = Éåí
- ***Require confirmation to close running applications item*** (*switched on by default*) will help you make sure no currently running applications will be closed without your permission - if required for the update process to be finalized;
- ***Check computer time*** - mark this option to declare you wish to have notification displayed in case the computer time differs from the correct time more than specified number of hours.

11.13. Proxy



The proxy server is a stand-alone server or a service running on a PC that guarantees safer connection to the Internet. According to the specified network rules you can then access the Internet either directly or via the proxy server; both possibilities can also be allowed at the same time. Then, in the first item of the ***Update settings - Proxy*** dialog you have to select from the combo box menu whether you want to:

- ***Use proxy***
- ***Do not use proxy server***
- ***Try connection using proxy and if it fails, connect directly*** - default settings

If you select any option using proxy server, you will have to specify some further data. The server settings can be configured either manually or automatically.

Manual configuration

If you select manual configuration (check *the* ***Manual*** *option to activate the*

respective dialog section) you have to specify the following items:

- ***Server*** – specify the server's IP address or the name of the server
- ***Port*** – specify the number of the port that enables Internet access (*by default, this number is set to 3128 but can be set differently – if you are not sure, contact your network administrator*)

The proxy server can also have configured specific rules for each user. If your proxy server is set up this way, check the ***Use PROXY authentication*** option to verify that your user name and password are valid for connecting to the Internet via the proxy server.

Automatic configuration

If you select automatic configuration (*mark the **Auto** option to activate the respective dialog section*) then please select where the proxy configuration should be taken from:

- ***From browser*** - the configuration will be read from your default internet browser (*supported browsers being Internet Explorer, Firefox, Mozilla, and Opera*)
- ***From script*** - the configuration will be read from a downloaded script with the function returning the proxy address
- ***Autodetect*** - the configuration will be detected automatically directly from the proxy server

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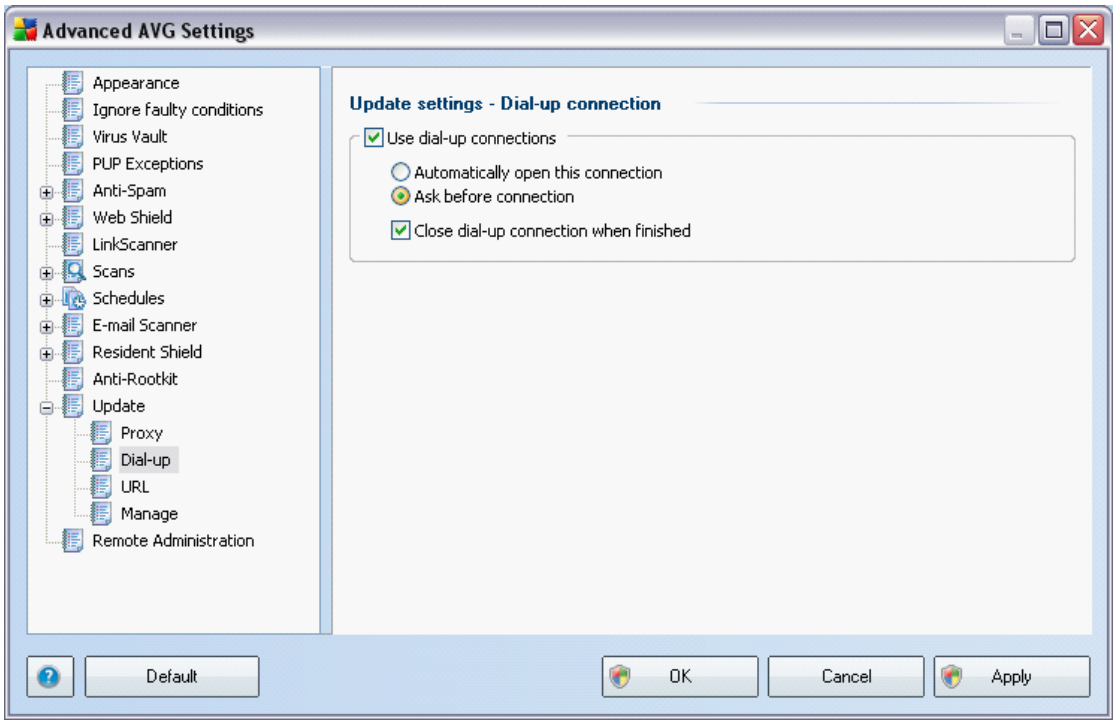
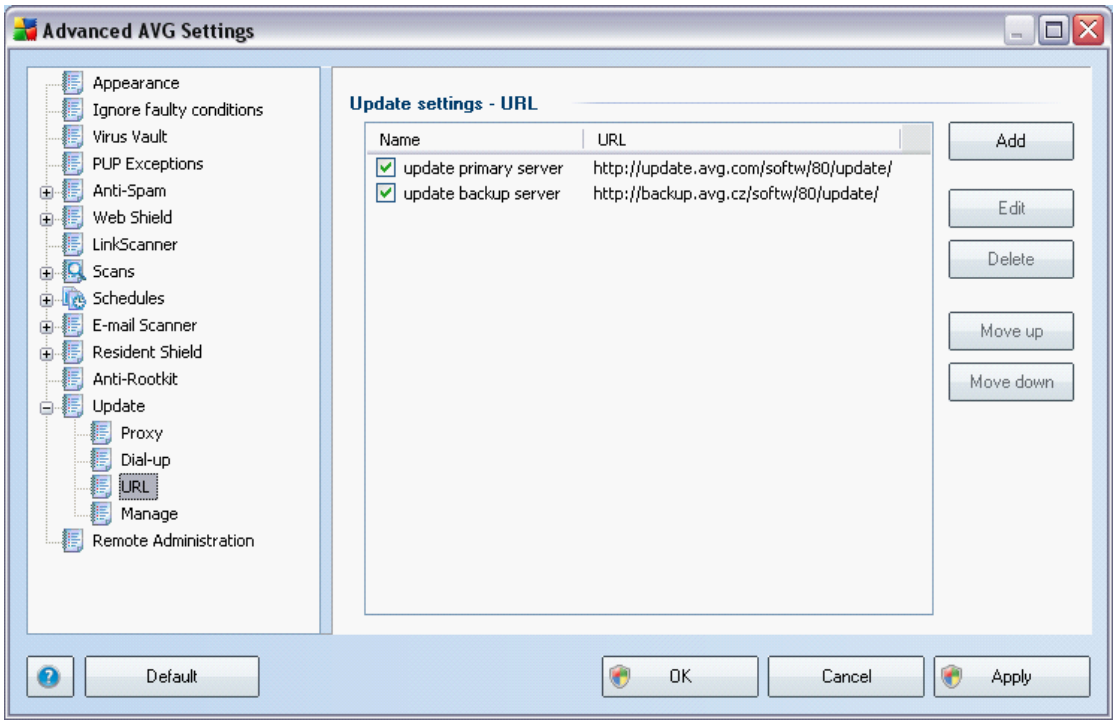
11.13. Dial-up



All parameters optionally defined in the ***Update settings - Dial-Up connection*** dialog refer to the dial-up connection to the Internet. The dialog's fields are inactive until you check the ***Use dial-up connections*** option that activates the fields.

Specify whether you want to connect to the Internet automatically (***Automatically open this connection***) or you wish to confirm the connection manually every time (***Ask before connection***). For automatic connection you should further select whether the connection should be closed after the update is finished (***Close dial-up connection when finished***).

11.13. URL



The ***URL*** dialog offers a list of Internet addresses from which the update files can be downloaded. The list and its items can be modified using the following control buttons:

- ***Add*** – opens a dialog where you can specify a new URL to be added to the list
- ***Edit*** - opens a dialog where you can edit the selected URL parameters
- ***Delete*** – deletes the selected URL from the list
- ***Default*** – returns to the default list of URLs
- ***Move Up*** – moves the selected URL one position up in the list
- ***Move Down*** - moves the selected URL one position down in the list

11.13. Manage

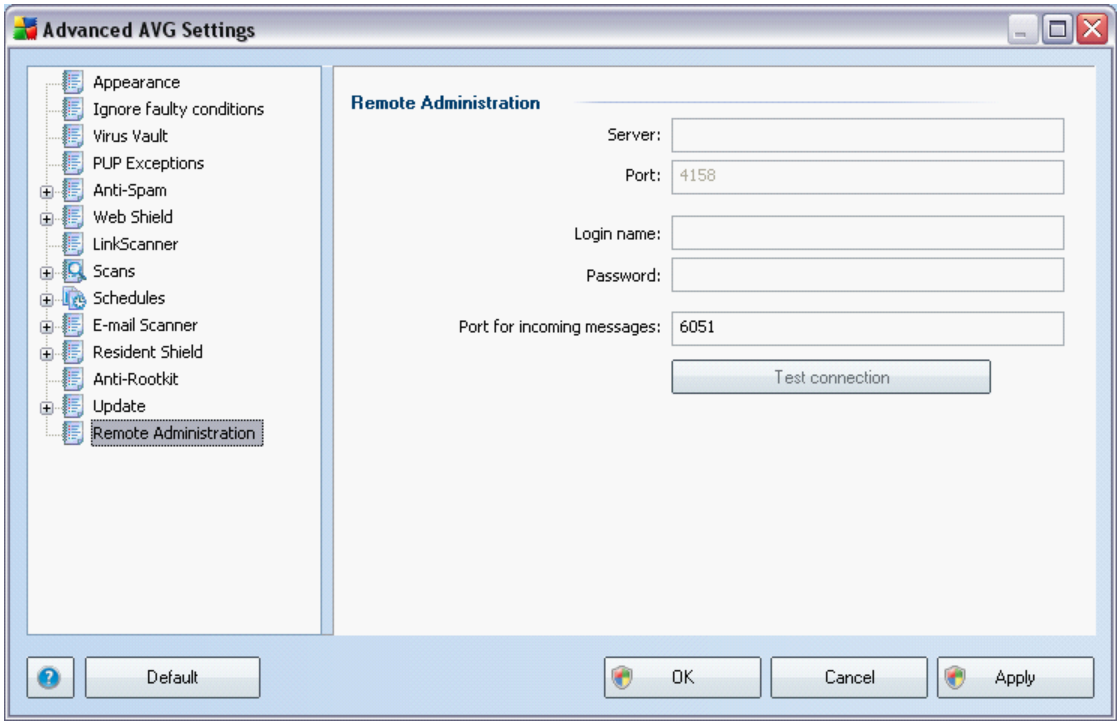
The ***Manage*** dialog offers two options accessible via two buttons:

- ***Delete temporary update files*** - press this button to delete all redundant

update files from your hard disk (*by default, these files are being saved for 30 days*)

- ***Revert virus database to previous version*** – press this button to delete the latest virus base version from your hard disk, and to return to the previously saved version (*new virus base version will be a part of the following update*)

11.1 Remote Administration



The ***Remote Administration*** settings refer to connecting the AVG client station to the remote administration system. If you plan to connect the respective station to remote administration please specify the following parameters:

- ***Server*** - server name (or server IP address) where the AVG Admin Server is installed

- ***Port*** - provide the number of the port on which the AVG client communicates with the AVG Admin Server (*port number 4158 is considered as default - if you use this port number you do not have to specify it explicitly*)

- ***Login*** - if communication between the AVG client and the AVG Admin Server is

defined as secured, provide your username ...

- ***Password*** - ... and your password
- ***Port for incoming messages*** - number of the port on which the AVG client accepts incoming messages from the AVG Admin Server

The ***Test connection*** button helps you to verify that all above stated data are valid and can be used to successfully connect to DataCenter.

Note: *For a detailed description on remote administration please consult the AVG Network Edition documentation.*

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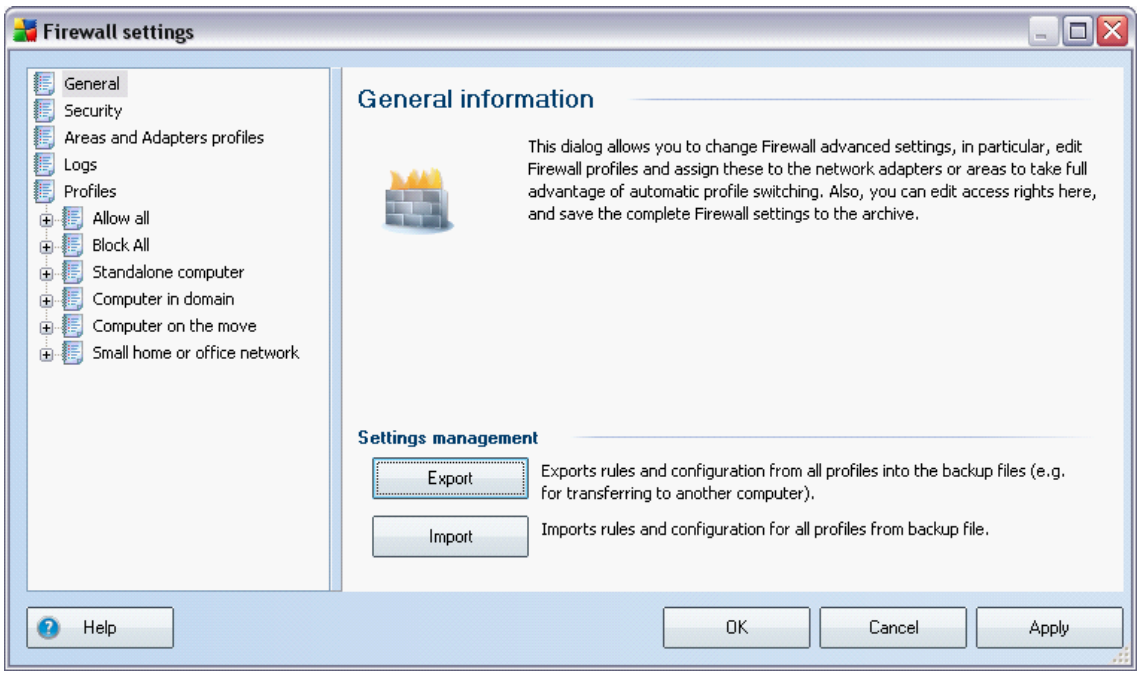
12. Firewall Settings

The ***Firewall*** configuration opens in a new window where in several dialogs can set up very advanced parameters of the component. The advanced configuration editing is only intended for experts and experienced users. To all other users we highly recommend to keep to the configuration set up via the ***Firewall Configuration Wizard***.

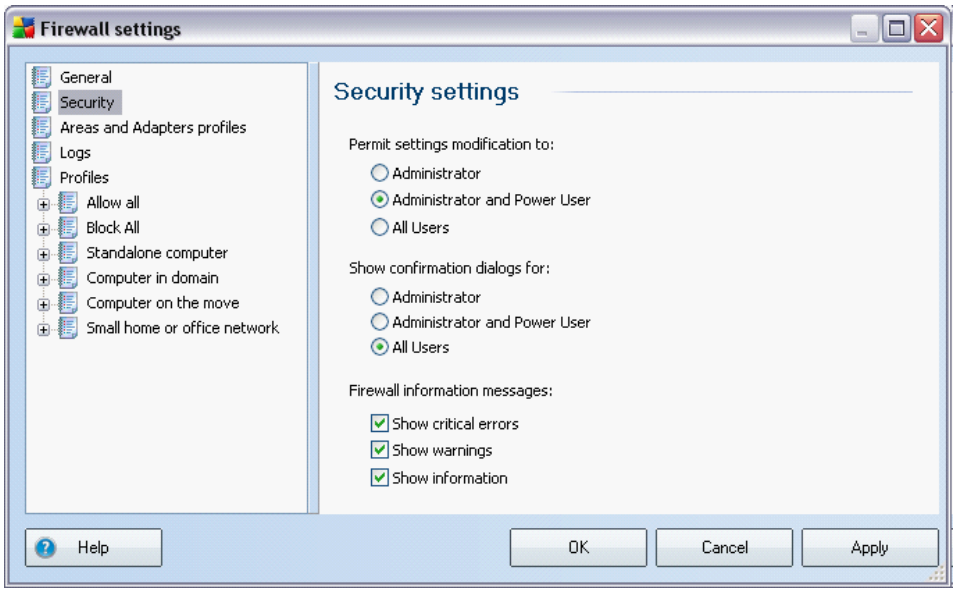
12.1. General


Firewall settings
General
Security
Areas and Adapters profiles
Logs
Profiles
Allow all
Block All
Standalone computer
Computer in domain
Computer on the move
Small home or office network
General information
This dialog allows you to change Firewall advanced settings, in particular, edit Firewall profiles and assign these to the network adapters or areas to take full advantage of automatic profile switching. Also, you can edit access rights here, and save the complete Firewall settings to the archive.
Settings management
Export
Exports rules and configuration from all profiles into the backup files (e.g. for transferring to another computer).
Import
Imports rules and configuration for all profiles from backup file.
Help
OK
Cancel
Apply

In the ***General information*** you can export/import, or store ***Firewall*** configuration:

- ***Export / Import*** - export the defined ***Firewall*** rules and settings to the back-up files, or on the other hand to import the entire back up file.
- ***Archive*** - after every ***Firewall*** configuration change, the whole original configuration is saved into an archive. Archived configurations can be then accessed using the ***Settings archive*** button. If the archive is empty it means that no change has been done since the ***Firewall*** was installed. The maximum number of stored records is 10; if you try to save more records, the oldest records will be over-written.

12.2.Security



In the ***Security settings*** dialog you can define general rules of ***Firewall***'s behavior regardless the selected profile:

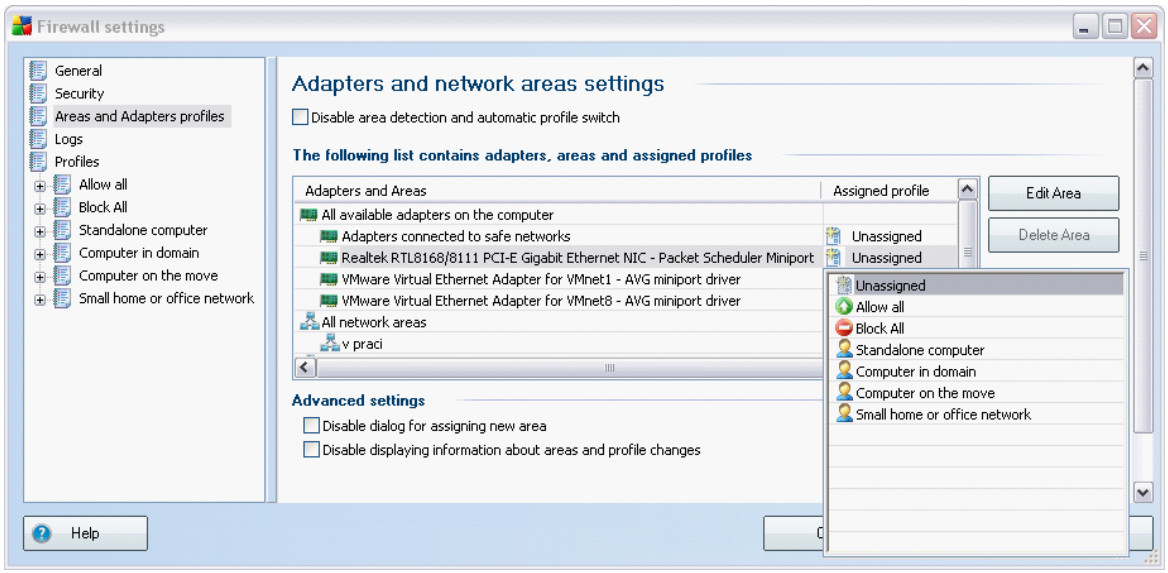
- ***Permit settings modification to*** - specify who is allowed to change the ***Firewall***'s configuration
- ***Show confirmation dialog for*** - specify to whom the confirmation dialogs (*dialogs asking for decision in situation that is not covered by a defined* ***Firewall*** *rule*) should be displayed

  In both cases you can assign the specific right to one of the following user groups:

  - ***Administrator*** – controls the PC completely and has the right of assigning every user into groups with specifically defined authorities
  - ***Administrator and Power User*** – the administrator can assign any user into a specified group (*Power User*) and define authorities of the group members
  - ***All Users*** – other users not assigned into any specific group
- ***Firewall information message*** - decide what ***Firewall*** information messages

should be displayed - it is recommended to have the critical errors and warnings displayed at all times, and decide voluntarily about the information messages

12.3. Areas and Adapters Profiles



In the ***Adapters and network areas settings*** dialogs you can edit setting related to assigning of defined profiles to specific adapters and referring and respective networks:

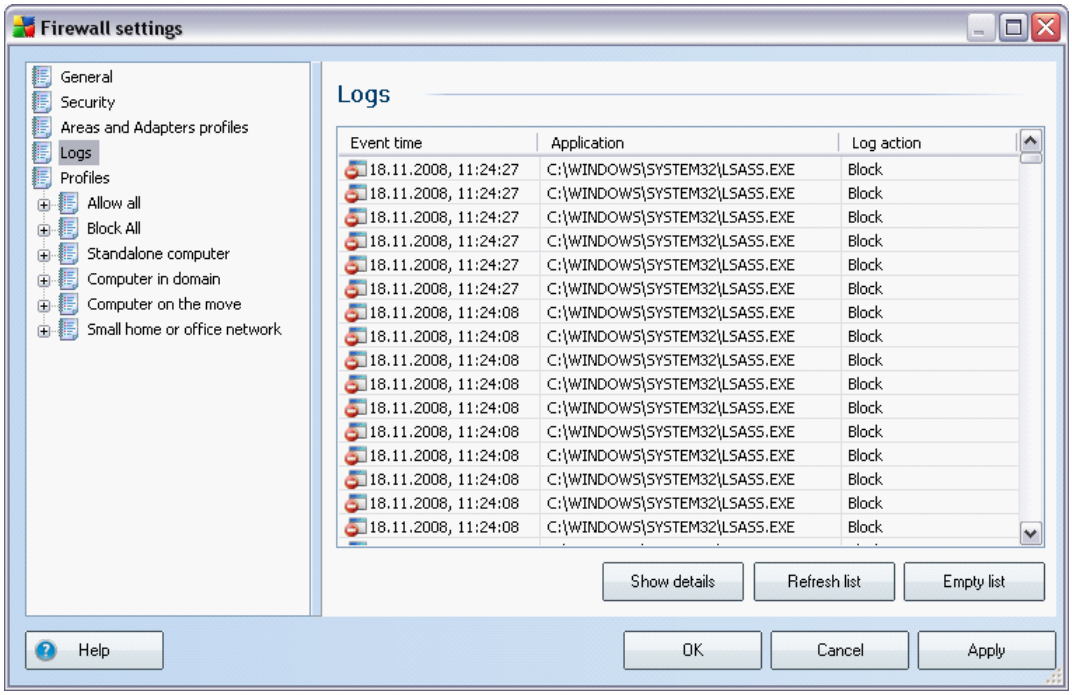
- ***Disable area detection and automatic profile switch*** - one of the defined profiles can be assigned to each network interface type, respectively to each area. If you do not wish to define specific profiles, one common profile defined during the ***Firewall Configuration Wizard*** will be used. However, if you decide to distinguish profiles and assign them to specific adapters and areas, and later on - for some reason - you want to switch this arrangement temporarily, tick the ***Disable area detection and automatic profile switch*** option.

- ***List of adapters, areas and assigned profiles*** - in this list you can find an overview of detected adapters and areas. To each of them you can assign a specific profile from the menu of defined profiles (*all profiles are primarily defined within the **Firewall Configuration Wizard**, or later you can create new profiles in the **Profiles** dialog of the Firewall Settings*). To open this menu, click the respective item in the list of adapters, and select the profile.

- ***Advanced settings*** - ticking the respective option will deactivate the feature

of displaying an information message

12.4.Logs



The ***Logs*** dialog allows you to review the list of all logged ***Firewall*** actions and events with a detailed description of relevant parameters:

- ***Event time*** – exact date and time when the event was encountered
- ***Application*** – name of the process to which the logged event refers
- ***Action*** – type of action performed

The following control buttons are available:

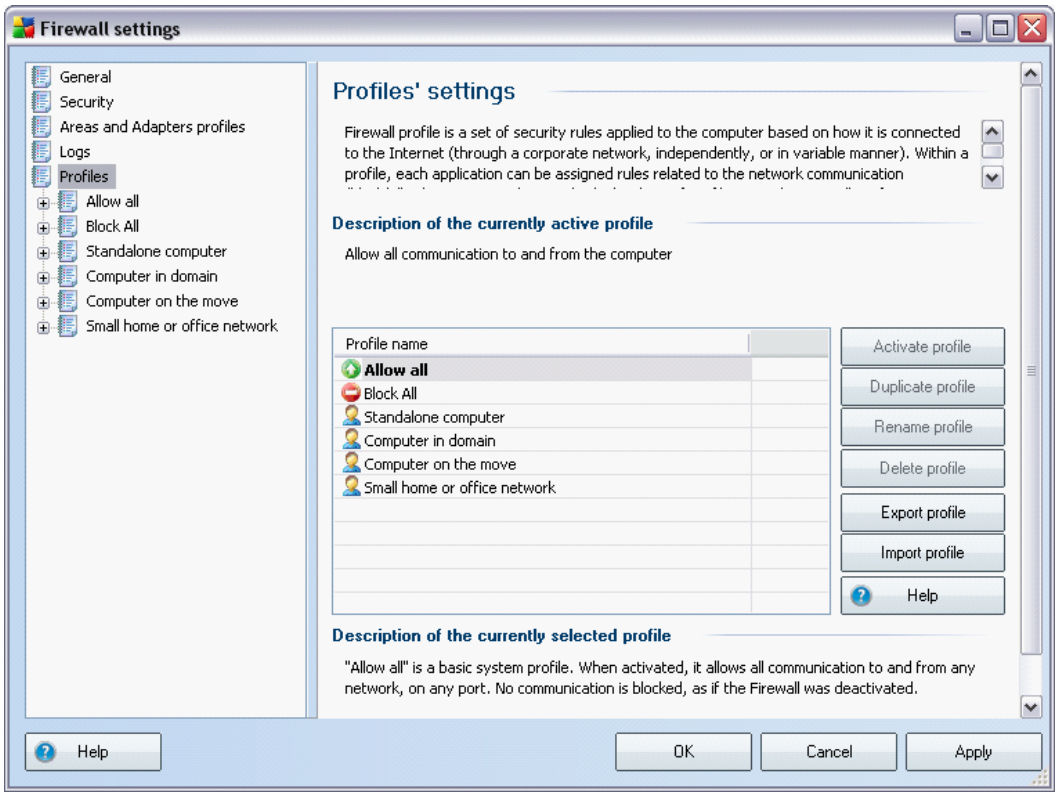
- ***Help*** - opens the dialog related help files.
- ***Show details*** - if you find the provided parameters insufficient, and want to see more, use this button to switch to the advanced log file overview with additional information (on user, PID, direction, protocol, remote/local port, remote/local IP address).

- ***Refresh list*** - all logged parameters can be arranged according to the selected attribute: chronologically (*dates*) or alphabetically (*other columns*) - just click the respective column header. Use the ***Refresh list*** button to update the currently displayed information.

- ***Empty list*** - delete all entries in the chart.

12.5.Profiles

In the ***Profiles' settings*** dialog you can find a list of all profiles available.


Firewall settings
General
Security
Areas and Adapters profiles
Logs
Profiles
Allow all
Block All
Standalone computer
Computer in domain
Computer on the move
Small home or office network
Profiles' settings
Firewall profile is a set of security rules applied to the computer based on how it is connected to the Internet (through a corporate network, independently, or in variable manner). Within a profile, each application can be assigned rules related to the network communication
Description of the currently active profile
Allow all communication to and from the computer
Profile name
Allow all
Block All
Standalone computer
Computer in domain
Computer on the move
Small home or office network
Activate profile
Duplicate profile
Rename profile
Delete profile
Export profile
Import profile
Help
Description of the currently selected profile
"Allow all" is a basic system profile. When activated, it allows all communication to and from any network, on any port. No communication is blocked, as if the Firewall was deactivated.
Help
OK
Cancel
Apply

All other then system profiles can then be edited right in this dialog using the following control buttons:

- ***Activate profile*** - this button sets the selected profile as active, which means

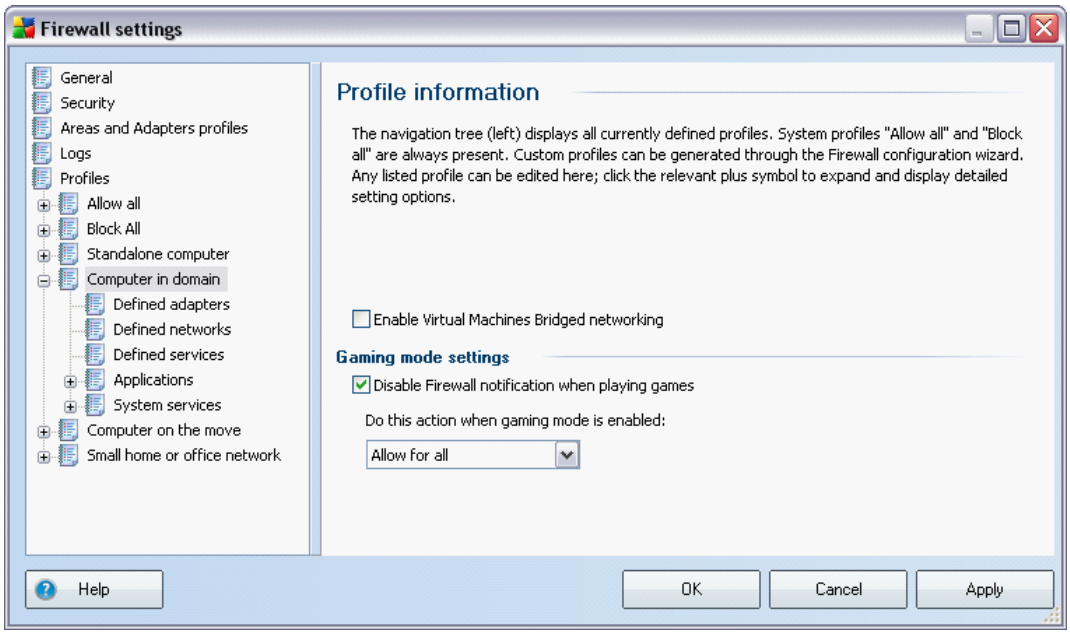
the selected profile configuration will be used by ***Firewall*** to control the network traffic

- ***Duplicate profile*** - creates an identical copy of the selected profile; later you can edit and rename the copy to create a new profile based on the duplicated original one
- ***Rename profile*** - allows you to define a new new for a selected profile
- ***Delete profile*** - deletes the selected profile from the list
- ***Export profile*** - records the selected profile's configuration into a file that will be saved for possible further use
- ***Import profile*** - configures the selected profile's settings based on the data exported from the backup configuration file
- ***Help*** - opens the dialog related help file

In the bottom section of the dialog please find the description of a profile that is currently selected in the above list.

Based on the number of defined profiles that are mentioned in the list within the ***Profile*** dialog, the left navigation menu structure will change accordingly. Each defined profile creates a specific branch under the ***Profile*** item. Specific profiles can then be edited in the following dialogs (*that are identical for all profiles*):

12.5.1 Profile Information


Firewall settings
General
Security
Areas and Adapters profiles
Logs
Profiles
Allow all
Block All
Standalone computer
Computer in domain
Defined adapters
Defined networks
Defined services
Applications
System services
Computer on the move
Small home or office network
Profile information
The navigation tree (left) displays all currently defined profiles. System profiles "Allow all" and "Block all" are always present. Custom profiles can be generated through the Firewall configuration wizard. Any listed profile can be edited here; click the relevant plus symbol to expand and display detailed setting options.
Enable Virtual Machines Bridged networking
Gaming mode settings
Disable Firewall notification when playing games
Do this action when gaming mode is enabled:
Allow for all
Help
OK
Cancel
Apply

The ***Profile information*** dialog is the first dialog of a section where you can edit configuration of each profile in separate dialogs referring to specific parameters of the profile.

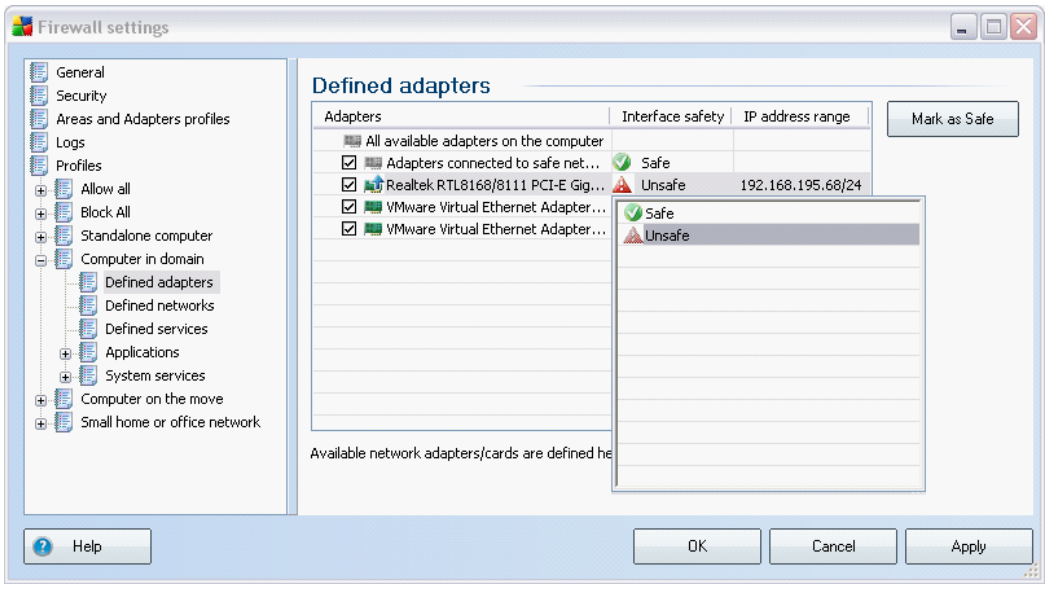
Enable Virtual Machines Bridget networking - tick this item to allow virtual machines in WMware to connect directly to the network

Gaming mode settings

In the ***Gaming mode settings*** section you can decide and confirm by ticking the respective item whether you want to have ***Firewall*** information messages displayed even while a full-screen application is running on your computer (*typically these are games, but applies to any full-screen applications, e.g. PPT presentations*). Since the information messages can be somewhat disruptive, the feature is switched off by default.

If you tick the ***Enable Firewall notifications when playing games*** item, in the roll-down menu then select what action is to be taken in case a new application with no rules specified yet tries to communicate over the network (*applications that would normally result in an ask dialog*) all these applications can be either allowed or blocked.

12.5.2 Defined Adapters

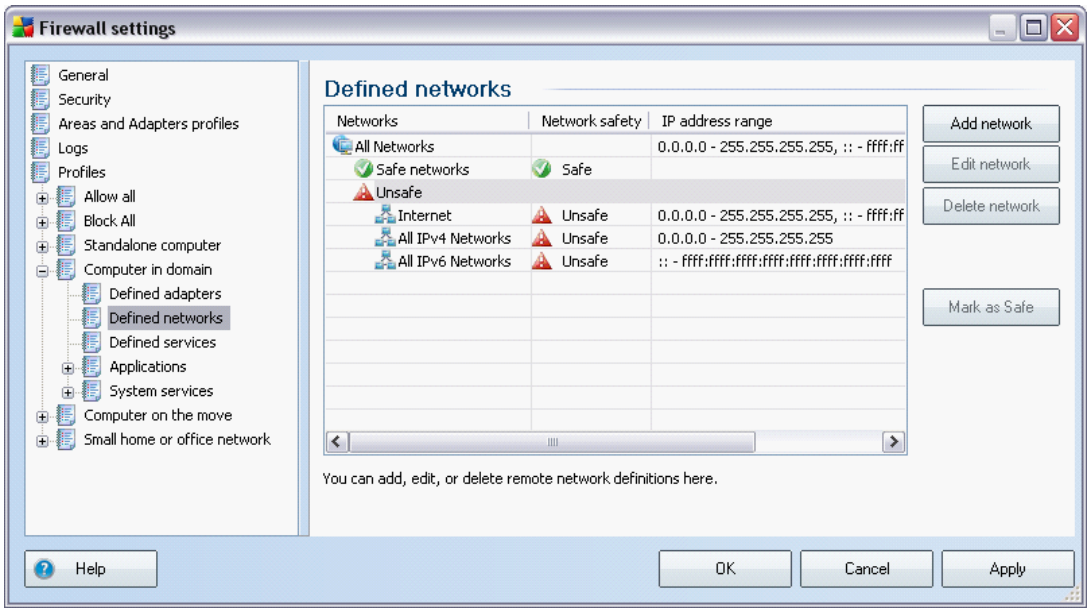


The ***Defined adapters*** dialog offers a list of all adapters that were detected on your computer. A specific network refers to each adapter - for list of all networks consult the ***Defined Networks*** dialog.

The following information is provided on every detected adapter:

- ***Adapters*** - name list of all detected adapters that your computer uses to connect to specific networks
- ***Interface safety*** - by default, all adapters and are considered unsafe, and only if you are sure the respective adapter (and the respective network) is safe, you can assign it so (*click the list item referring to the respective adapter and select Safe from the context menu, or use the* ***Mark as safe*** *button*) - all safe adapters and respective networks will then be included into the group of those that the application can communicate over with the application rule set to ***Allow for safe***
- ***IP address range*** - each network (referring to a specific adapter) range will be detected automatically and specified in the form of IP addresses range

12.5.3 Defined Networks



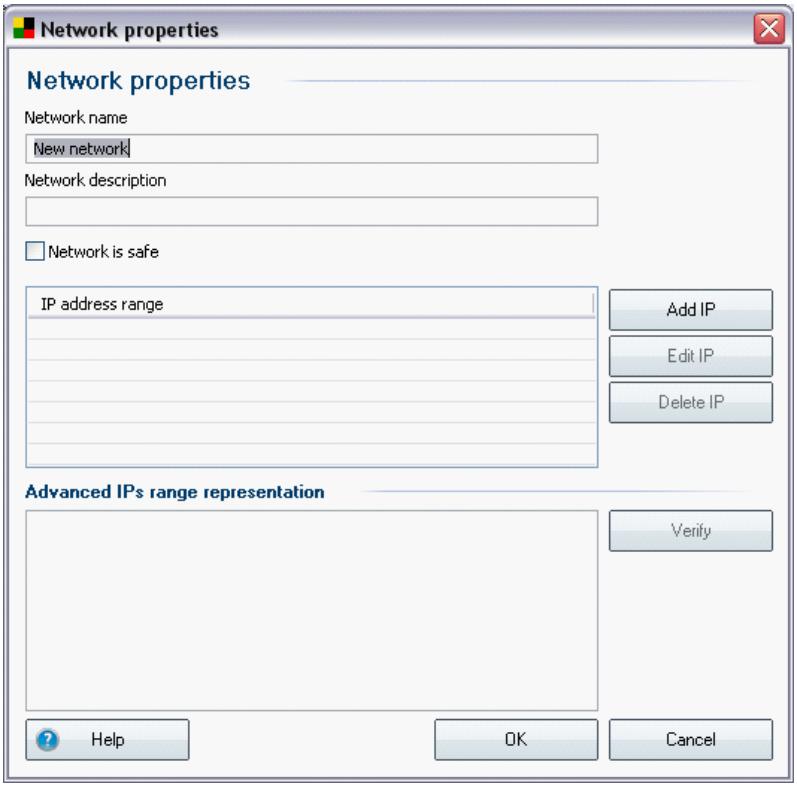
The ***Defined networks*** dialog offers a list of all networks that your computer is connected to. Each network refers to a specific adapter - for list of all adapters see the ***Defined Adapters*** dialog.

The following information is provided on every detected network:

- ***Networks*** - name list of all networks that the computer is connected to
- ***Network safety*** - by default, all networks are considered unsafe, and only if you are sure the respective network is safe, you can assign it so (*click the list item referring to the respective network and select Safe from the context menu*) - all safe networks will then be included into the group of those that the application can communicate over with the application rule set to ***Allow for safe***
- ***IP address range*** - each network will be detected automatically and specified in the form of IP addresses range

Control buttons

- ***Add network*** - opens the ***Network properties*** dialog window where you can edit parameters of the newly defined network:



Within this dialog, you can specify the ***Network name***, provide the ***Network description*** and possibly assign the network as safe. The new network can be either defined manually in a standalone dialog opened via the ***Add IP*** button (alternatively ***Edit IP*** / ***Delete IP***), within this dialog you can specify the network by providing its IP range or mask.

For large number of networks that should be defined as parts of the newly created network you can use the option of ***Advance IP range representation***: enter the list of all networks into the respective text field (*any standard format is supported*) and press the ***Verify*** button to make sure the format can be recognized. Then press ***OK*** to confirm and save the data.

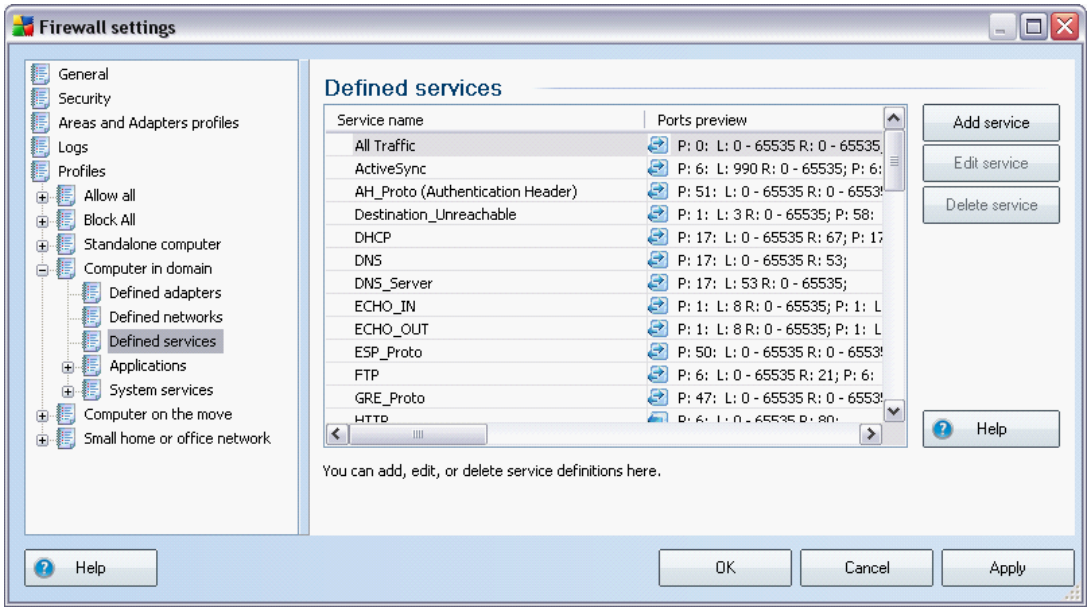
- ***Edit network*** - opens the ***Network properties*** dialog window (*see above*) where you can edit parameters of an already defined network (*the dialog is identical with the dialog for adding new network, see the description in the previous paragraph*)

- ***Delete network*** - removes the note of a selected network from the list of networks

- ***Mark as safe*** - by default, all networks are considered unsafe, and only if you are sure the respective network is safe, you can use this button to assign it so

- ***Help*** - opens the dialog related help file

12.5.4. Defined Services



The ***Defined services*** dialog opens a list of all services defined for the application in the default configuration, and services that have already been defined by the user. The dialog is divided into two columns:

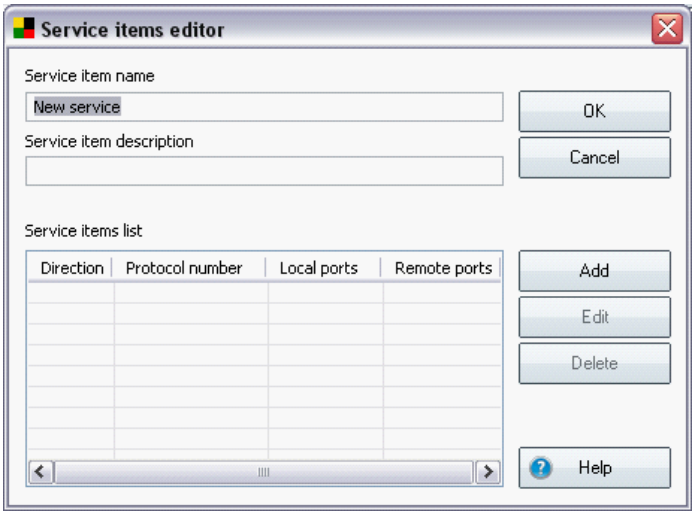
- ***Service name*** - provides the name of the service

- ***Ports preview*** - arrows assign incoming/outgoing communication; further provided you will find the number or name of the protocol used (P), and the number or range of local (L) / remote (R) ports used

You can add, edit, and/or delete specific services.

Control buttons

- ***Add service*** - opens a new ***Service items editor*** dialog window where you define the parameters of the service that is being added:

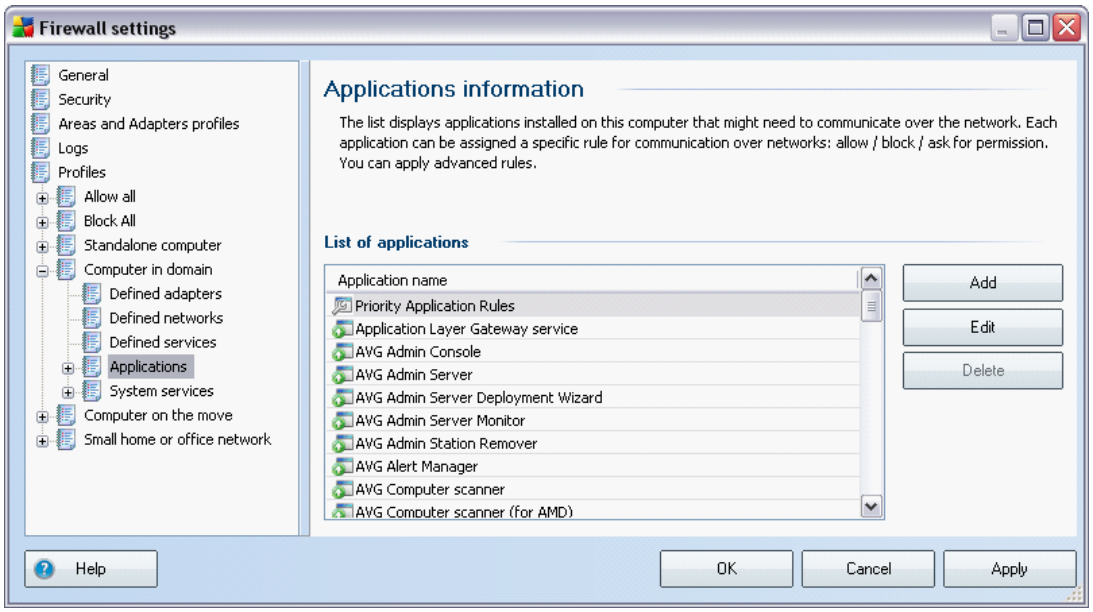


Within the dialog you can specify ***Service item name*** and provide a brief ***Service item description***. In the ***Service items list*** section you can then add (*and also edit or delete*) service items by specifying the following parameters:

- ***Direction*** - incoming, outgoing, both ways
- ***Protocol number*** - protocol type (*select from the menu*)
- ***Local ports*** - local ports list of ranges
- ***Remote ports*** - remote ports list of ranges

- ***Edit service*** - opens the ***Service items editor*** dialog (*see above*) where you can edit parameters of an already defined service (*the dialog is identical with the dialog for adding new service, see the description in the previous paragraph*)
- ***Delete service*** - removes the note of a selected service from the list
- ***Help*** - opens the dialog related help file

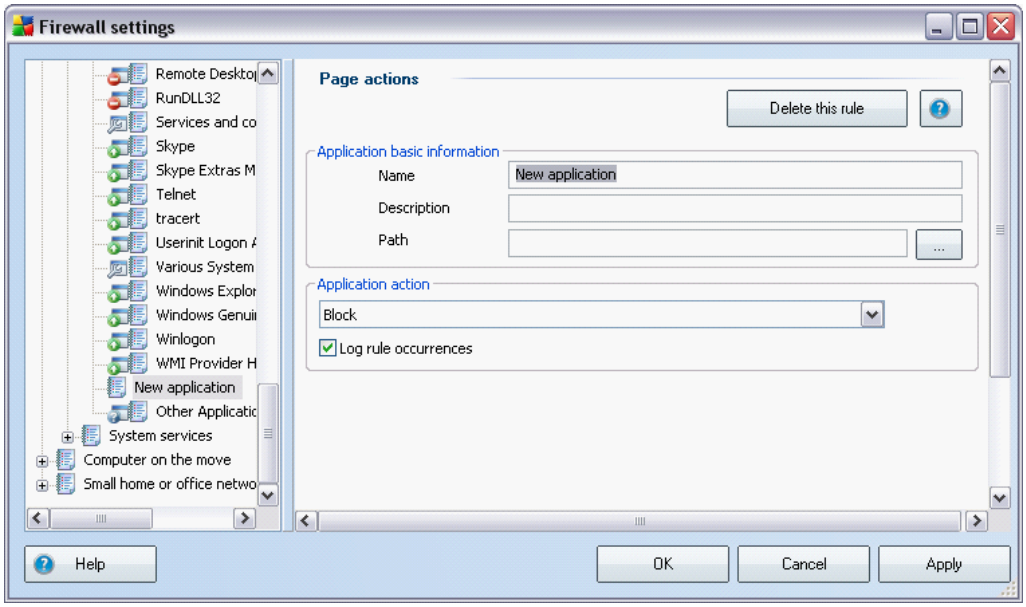
12.5.5 Applications



In the ***Applications information*** dialog you can find an overview of all applications communicating over the network that were detected on your computer either during the ***Firewall Configuration Wizard***'s search within the ***Scan for Internet Applications*** dialog, or at any time later. The list can be edited using the following control buttons:

- ***Add*** - opens the dialog for defining new application's rule set
- ***Edit*** - opens the dialog for editing of an existing application's rule set
- ***Delete*** - removes the selected application from the list
- ***Help*** - opens the dialog related help file

The dialog for defining new application's rule set opens using the ***Add*** button from the ***Applications*** dialog within the ***Firewall Settings***:



Within this dialog you can define:

- ***Application basic information*** - name of application, its brief description and a path to its location on the disk
- ***Application action*** - from the drop-down menu select a rule that should be applied to the application's behavior:
  - ***Advanced settings -*** this option allows you to edit the rule set in details in the bottom part of this dialog; *for description of this section please see the* ***Edit Application*** *chapter*
  - ***Allow for all -*** any communication attempt of the application will be allowed
  - ***Allow for safe -*** the application will only be allowed to communicate over safe networks (*for instance, communication to the protected company network will be allowed while communication to the Internet will be blocked*); for an overview and description of safe networks please see the ***Networks*** dialog

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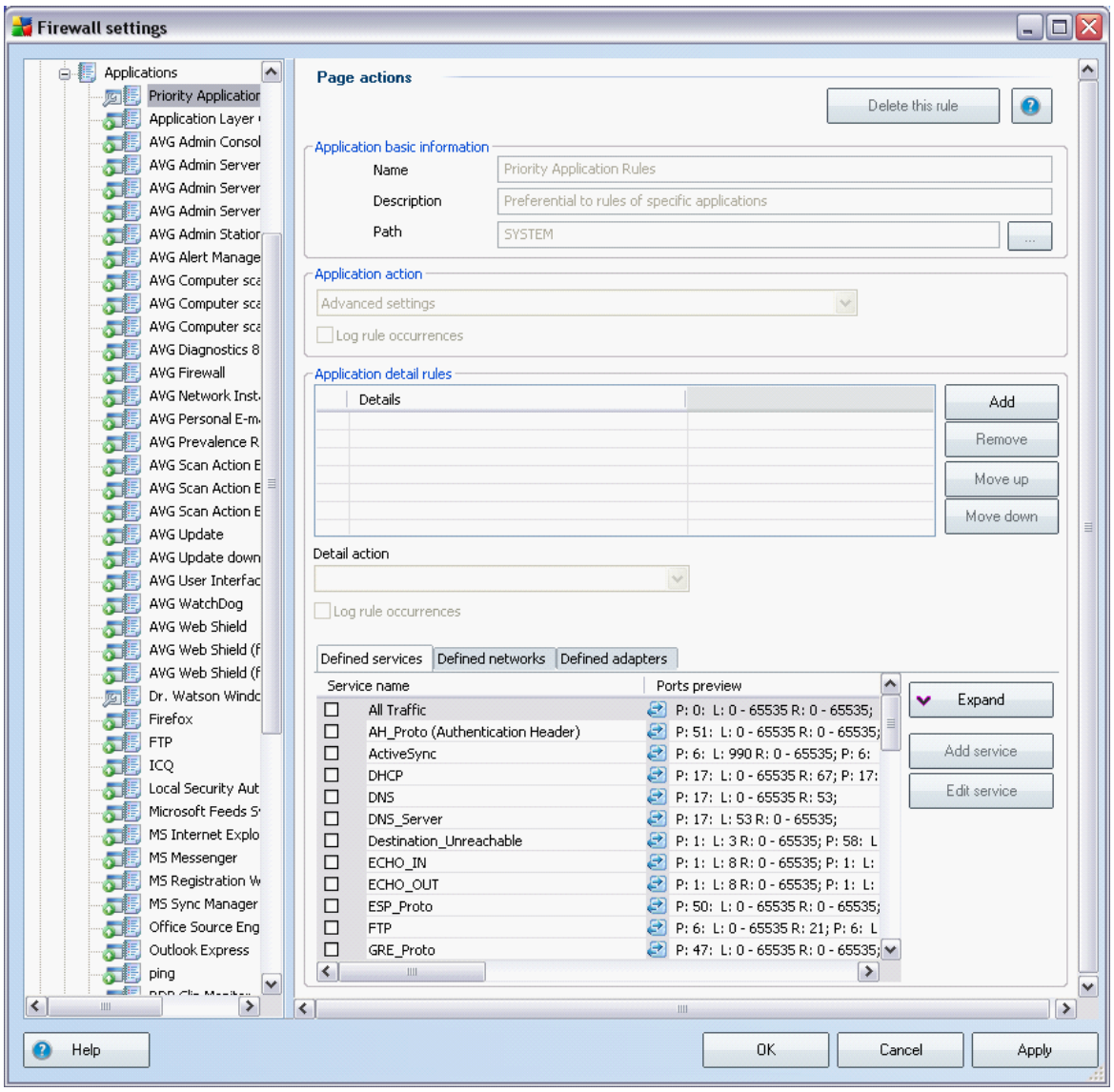
- ***Ask -*** any time th application attempts to communicate over the network, you will be asked to decide whether the communication should be allowed or blocked

- ***Block -*** all communication attempts of the application will be blocked

- ***Log rule occurrences*** - tick this option to confirm you wish to have logged all ***Firewall*** actions regarding the application that you have been configuring the rule set for. The respective log entries can then be found in the ***Logs*** dialog.

The dialog for editing an existing application's rule set opens using the ***Edit*** button from the ***Applications*** dialog in the ***Firewall Settings***:



Within this dialog you can edit all application's parameters:

- ***Application basic information*** - name of application, its brief description and

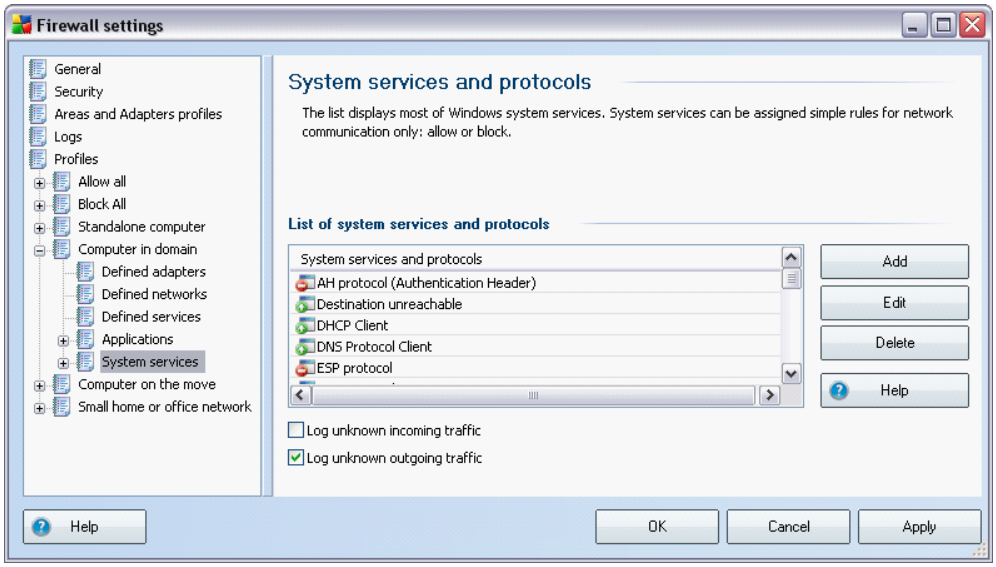
a path to its location on the disk

- ***Application action*** - from the drop-down menu select a rule that should be applied to the application's behavior:
  - ***Advanced settings -*** this option allows you to edit the rule set in details in the bottom part of this dialog
  - ***Allow for all -*** any communication attempt of the application will be allowed
  - ***Allow for safe -*** the application will only be allowed to communicate over safe networks (*for instance, communication to the protected company network will be allowed while communication to the Internet will be blocked*); for an overview and description of safe networks please see the ***Networks*** dialog
  - ***Ask -*** any time th application attempts to communicate over the network, you will be asked to decide whether the communication should be allowed or blocked
  - ***Block -*** all communication attempts of the application will be blocked
- ***Log rule occurrences*** - tick this option to confirm you wish to have logged all ***Firewall*** actions regarding the application that you have been configuring the rule set for. The respective log entries can then be found in the ***Logs*** dialog.
- ***Application detail rules*** - this section opens for editing only if you have previously selected the option of ***Advanced settings*** from the ***Application action*** roll-down menu. All detail settings (listed in the ***Details*** column) can be edited using these control buttons:
  - ***Add*** - use the button to create a new detailed rule for a specific application. In the ***Details*** tab a new entry appears, and you will have to specify its parameters by selecting the respective networks that the application can communicate with (***Networks*** *tab*), adapters that the application can use (***Adapters*** *tab*), and services the application can employ (***Service name*** *tab*).
  - ***Remove*** - removes the selected entry on a detail rule from the list
  - ***Move up / Move down*** - detail rules are ordered based on their priority. If you want to change the rule's priority, use the ***Move up*** and ***Move down*** buttons to arrange the detailed settings as needed.

Each detailed settings further specifies what ***Defined services / Defined networks / Defined adapters*** will be used.

12.5.6 System Services

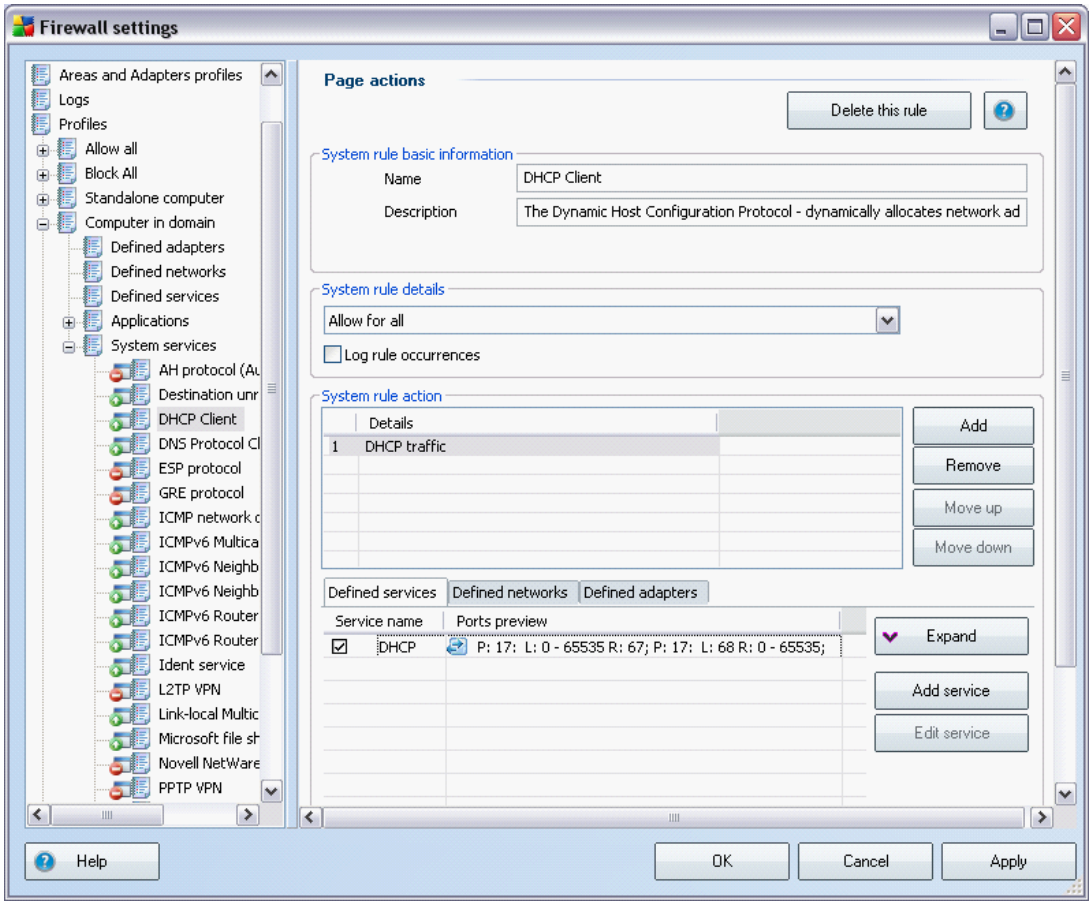
Any editing within the System services and protocols dialog is recommended to experienced users only!



The ***System services and protocols*** dialog opens an overview of system services and protocols communicating over the network. Underneath the list you can find two options: check/uncheck them to confirm you want to have logged all unknown traffic in both directions (*incoming or outgoing*).

Control buttons

- ***Add / Edit*** - both buttons open the same dialog in where you can edit the system service parameters. The ***Add*** button opens an empty dialog and in the basic mode (*no advanced settings section; but this section can be opened by selecting the advanced settings for the application action*); the ***Edit*** button opens the same dialog with already entered data referring to the selected system service:



- ***Application basic information*** - name of application and its brief description
- ***Application action*** - from the drop-down menu select a rule that should be applied to the system service's behavior (*compared to applications, there are only three actions available for the system services*):
  - ***Block*** - all communication attempts of the system service will be blocked
  - ***Allow for safe*** - the system service will only be allowed to communicate over safe networks (*for instance, communication to the protected company network will be allowed while communication to the Internet will be blocked*); for an overview and description of safe networks please see the ***Networks*** dialog

- ***Allow for all*** - any communication attempt of the system service will be allowed

- ***Log rule occurrences*** - tick this option to confirm you wish to have logged all ***Firewall*** actions regarding the system service that you have been configuring the rule set for. The respective log entries can then be found in the ***Logs*** dialog.

- ***Application detail rules*** - for each system service you can further specify detailed rules within the ***Application detail rules*** section. All detail settings (listed in the ***Details*** tab) can be edited using these control buttons:

  - ***Add*** - use the button to create a new detailed rule for a specific system service. In the ***Details*** tab a new entry appears, and you will have to specify its parameters by selecting the respective networks that the system service can communicate with (***Networks*** *tab*), adapters that the system service can use (***Adapters*** *tab*), and services the system service can employ (***Service name*** *tab*).

  - ***Remove*** - removes the selected entry on a detail rule from the list

  - ***Move up / Move down*** - detail rules are ordered based on their priority. If you want to change the rule's priority, use the ***Move up*** and ***Move down*** buttons to arrange the detailed settings as needed.

  Each detailed settings further specifies what ***Defined services / Defined networks / Defined adapters*** will be used.

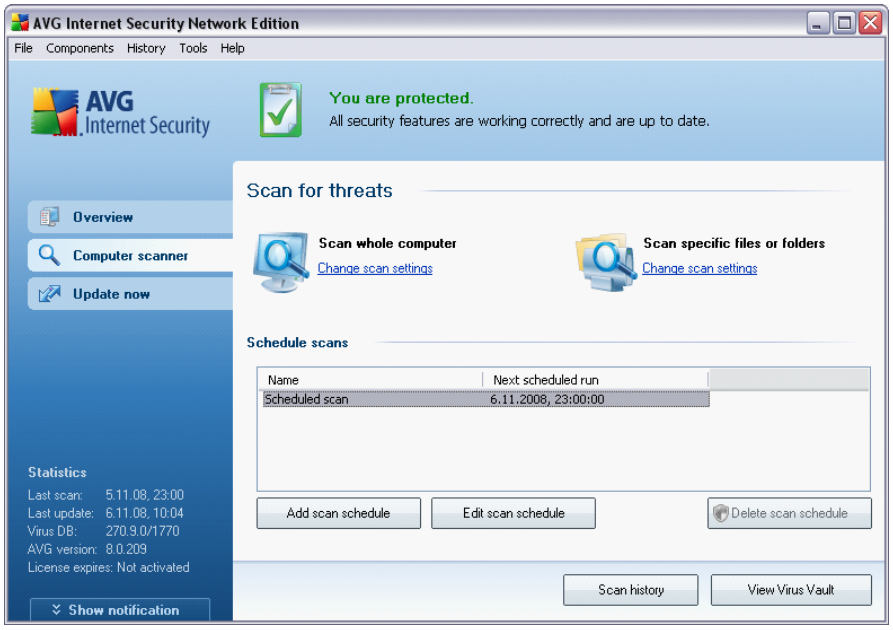
- ***Delete*** - removes the selected entry on a system services from the list above

- ***Help*** - opens the dialog related help file

13. AVG Scanning

Scanning is a crucial part of **AVG 8.5 Internet Security** functionality. You can run on-demand tests or schedule them to run periodically at convenient times.

13.1. Scanning Interface



The AVG scanning interface is accessible via the ***Computer Scanner*** quick link. Click this link to switch to the ***Scan for threats*** dialog. In this dialog you will find the following:

- overview of predefined scans - two types of test (defined by the software vendor) are ready to be used immediately on demand or scheduled;
- scan scheduling section - where you can define new tests and create new schedules as needed.

Control buttons

Control buttons available within the testing interface are the following:

- ***Scan history*** - displays the Scan results overview dialog with the entire history of scanning

- ***View Virus Vault*** - opens a new window with the Virus Vault - a space where detected infections are quarantined

13.2. Predefined Scans

One of the main features of AVG is on-demand scanning. On-demand tests are designed to scan various parts of your computer whenever suspicion of possible virus infection arises. Anyway, it is strongly recommended to carry out such tests regularly even if you think that no virus can be found on your computer.

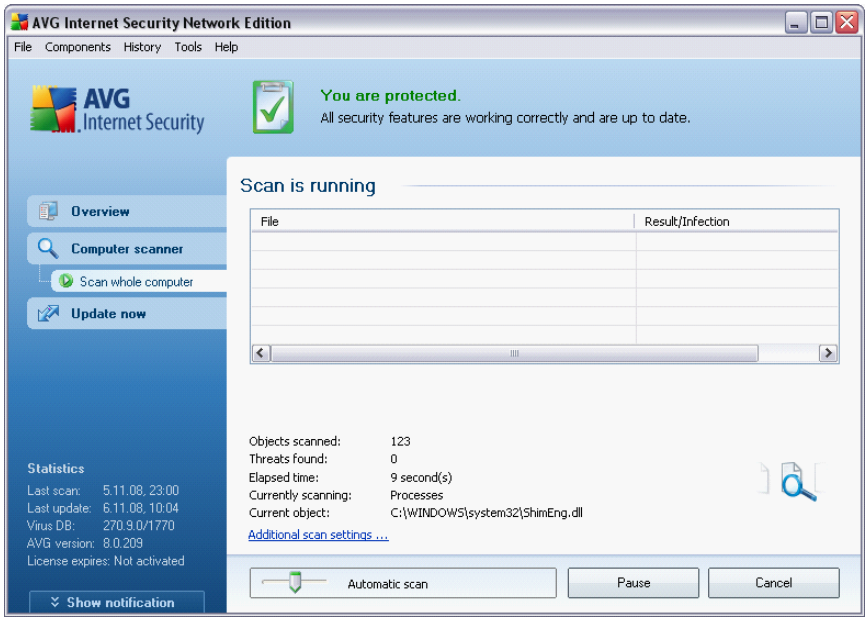
In the **AVG 8.5 Internet Security** you will find two types of scanning predefined by the software vendor:

13.2.1. Scan Whole Computer

Scan whole computer - scans your entire computer for possible infections and/or potentially unwanted programs. This test will scan all hard drives of your computer, will detect and heal any virus found, or remove the detected infection to the ***Virus Vault***. Scanning of the whole of your computer should be scheduled on a workstation at least once a week.

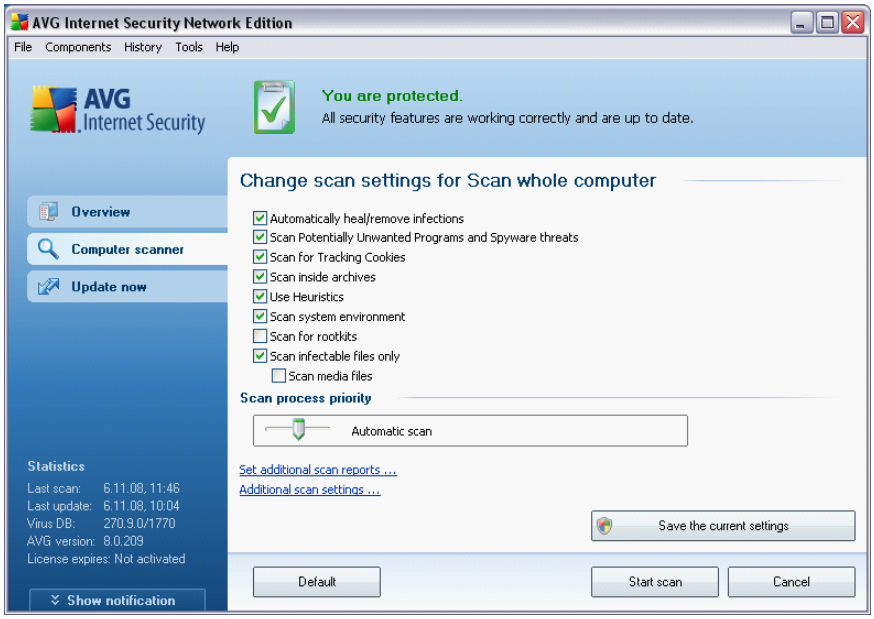
Scan launch

The ***Scan of a whole computer*** can be launched directly from the scanning interface by clicking on the scan's icon. No further specific settings have to be configured for this type of scan, the scanning will start immediately within the ***Scan is running*** dialog (*see screenshot*). The scanning can be temporarily interrupted (***Pause***) or canceled (***Cancel***) if needed.



Scan configuration editing

You have the option of editing the predefined default settings of the ***Scan of the whole computer***. Press the ***Change scan settings*** link to get to the ***Change scan settings for Scan whole computer*** dialog. ***It is recommended to keep to the default settings unless you have a valid reason to change them!***

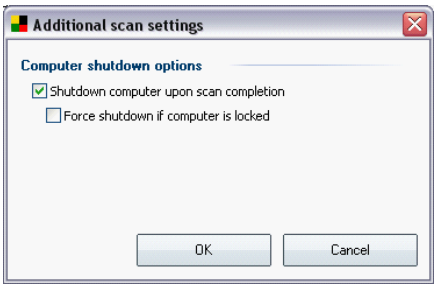


- ***Scanning parameters*** - in the list of scanning parameters you can switch on/off specific parameters as needed. By default, most of the parameters are switched on and these will be used automatically during scanning.

- ***Scan process priority*** - you can use the slider to change the scanning process priority. By default, the priority is set to medium level (*Automatic scan*) that optimizes the scanning process speed and the use of system resources. Alternatively, you can run the scanning process slower which means the system resources load will be minimized (*useful when you need to work on the computer but you do not care so much how long the scanning takes*), or faster with increased system resources requirements (*e.g. when the computer is temporarily unattended*).

- ***Set additional scan reports*** - the link opens a new ***Scan Reports*** dialog where you can select what types of possible findings should be reported:

- ***Additional scan settings*** - the link opens a new ***Computer shutdown options*** dialog where you can decide whether the computer should be shut down automatically once the running scanning process is over. Having confirmed this option (***Shutdown computer upon scan completion***), a new option activates that allows the computer to shut down even if it is currently locked (***Force shutdown is computer is locked***).



Warning: *These scan settings are identical to the parameters of a newly defined scan - as described in the chapter* ***AVG Scanning / Scan scheduling/ How to Scan****.*

Should you decide to change the default configuration of the ***Scan the whole computer*** you can then save your new setting as the default configuration to be used for all further scans of the whole computer.

13.2.2 Scan Specific Files or Folders

Scan specific files or folders - scans only those areas of your computer that you have selected to be scanned (selected folders, hard disks, floppy discs, CDs, etc.). The scanning progress in case of virus detection and its treatment is the same as with the scan of the whole computer: any virus found is healed or removed to the ***Virus Vault***. Specific files or folders scanning can be used to set up your own tests and their scheduling based on your needs.

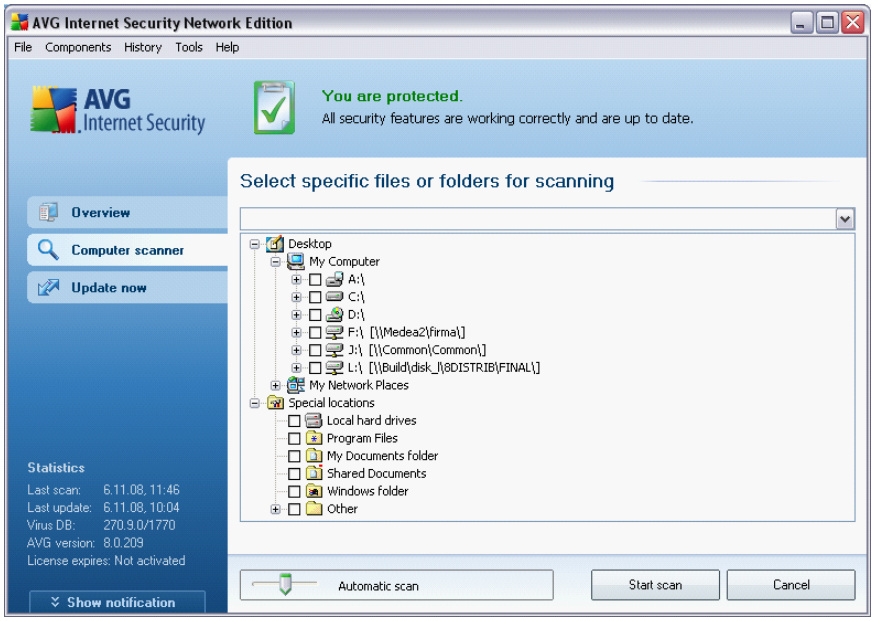
Scan launch

The ***Scan of specific files or folders*** can be launched directly from the scanning interface by clicking on the scan's icon. A new dialog called ***Select specific files or folders for scanning*** opens. In the tree structure of your computer select those folders you want to have scanned. The path to each selected folder will generate automatically and appear in the text box in the upper part of this dialog.

There is also a possibility of having a specific folder scanned while all its subfolders are excluded from this scanning; to do that write a minus sign "**-**" in front of the automatically generated path (*see screenshot*). To exclude the entire folder from

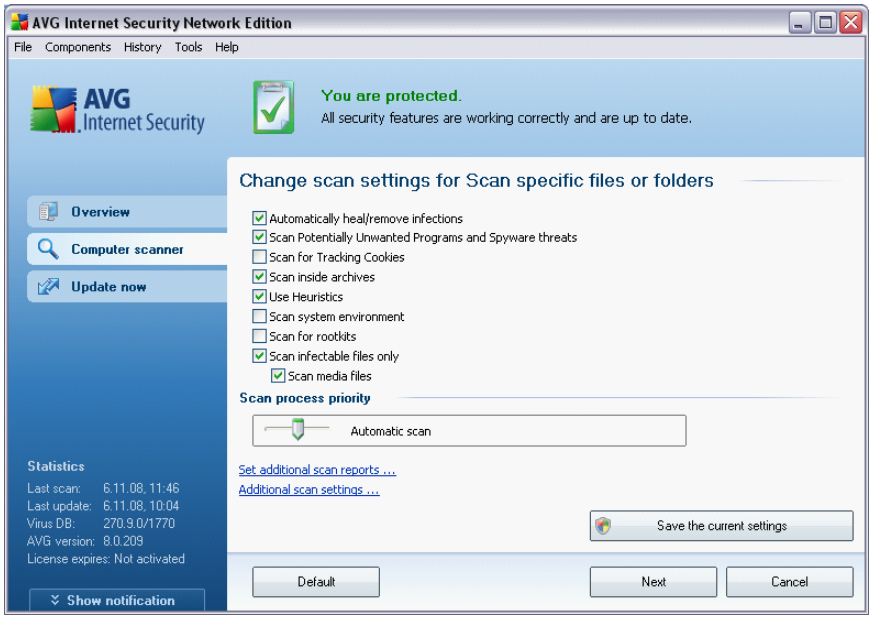
scanning use the "!" parameter.

Finally, to launch the scanning, press the ***Start scan*** button; the scanning process itself is basically identical to the scan of a whole computer.



Scan configuration editing

You have the option of editing the predefined default settings of the ***Scan of specific files or folders***. Press the ***Change scan settings*** link to get to the ***Change scan settings for Scan of specific files or folders*** dialog. ***It is recommended to keep to the default settings unless you have a valid reason to change them!***

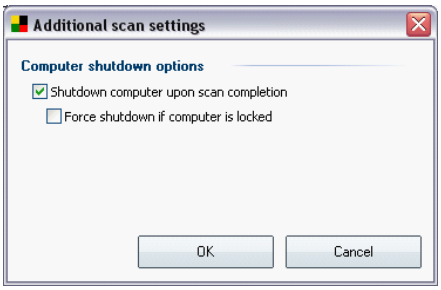


- ***Scanning parameters*** - in the list of scanning parameters you can switch on/off specific parameters as needed (*for detailed description of this settings please consult chapter AVG Advanced Settings / Scans / Scan Specific Files or Folders*).

- ***Scan process priority*** - you can use the slider to change the scanning process priority. By default, the priority is set to medium level (*Automatic scan*) that optimizes the scanning process speed and the use of system resources. Alternatively, you can run the scanning process slower which means the system resources load will be minimized (*useful when you need to work on the computer but you do not care so much how long the scanning takes*), or faster with increased system resources requirements (*e.g. when the computer is temporarily unattended*).

- ***Set additional scan reports*** - the link opens a new ***Scan Reports*** dialog where you can select what types of possible findings should be reported:

- ***Additional scan settings*** - the link opens a new ***Computer shutdown options*** dialog where you can decide whether the computer should be shut down automatically once the running scanning process is over. Having confirmed this option (***Shutdown computer upon scan completion***), a new option activates that allows the computer to shut down even if it is currently locked (***Force shutdown is computer is locked***).

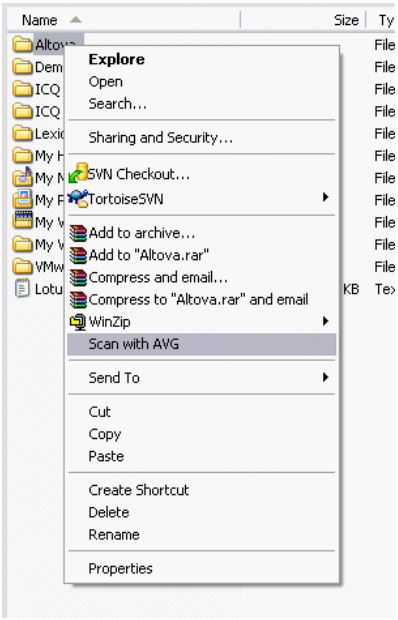


Warning: *These scan settings are identical to the parameters of a newly defined scan - as described in the chapter* ***AVG Scanning / Scan scheduling/ How to Scan****.*

Should you decide to change the default configuration of the ***Scan specific files or folders*** you can then save your new setting as the default configuration to be used for all further scans of specific files or folders. Also, this configuration will be used as a template for all of your newly scheduled scans (*all customized scans are based on the current configuration of the Scan of selected files or folders*).

13.3. Scanning in Windows Explorer

Besides the pre-defined scans launched for the entire computer or its selected areas, AVG also offers the option of quick scanning of a specific object directly in the Windows Explorer environment. If you want to open an unknown file and you cannot be sure of its content, you may want to have it checked on demand. Follow these steps:



- Within Windows Explorer highlight the file (or folder) you want to check
- Right-click your mouse over the object to open the context menu
- Select the ***Scan with AVG*** option to have the file scanned with AVG

13.4.Command Line Scanning

Within **AVG 8.5 Internet Security** there is the option of running the scan from the command line. You can use this option for instance on servers, or when creating a batch script to be launched automatically after the computer boot. From the command line, you can launch the scanning with most parameters as offered in AVG graphical user interface.

To launch AVG scan from the command line, run the following command within the folder where AVG is installed:

- ***avgscanx*** for 32 bits OS
- ***avgscana*** for 64 bits OS

Syntax of the command

The syntax of the command follows:

- ***avgscanx /parameter*** ... e.g. ***avgscanx /comp*** for scanning the whole computer
- ***avgscanx /parameter /parameter*** .. with multiple parameters these should be lined in a row and separated by a space and a slash character
- if a parameters requires specific value to be provided (e.g. the ***/scan*** parameter that requires information on what are the selected areas of your computer that are to be scanned, and you have to provide an exact path to the selected section), the values are divided by commas, for instance: ***avgscanx /scan=C:\,D:***

Scanning parameters

To display a complete overview of available parameters, type the respective command together with the parameter /? or /HELP (e.g. ***avgscanx /?***). The only obligatory parameter is /SCAN to specify what areas of the computer should be scanned. For a more detailed explanation of the options, see the command line parameters overview.

To run the scan press ***Enter***. During scanning you can stop the process by ***Ctrl+C*** or ***Ctrl+Pause***.

CMD scanning launched from graphic interface

When you run your computer in Windows Safe Mode, there is also a possibility to launch the command line scan from the graphic user interface. The scan itself will be launched from the command line, the ***Command Line Composer*** dialog only allows you to specify most scanning parameters in the comfortable graphic interface.

Since this dialog is only accessible within the Windows Safe Mode, for detailed description of this dialog please consult the help file opened directly from the dialog.

13.4.1 CMD Scan Parameters

Following please find a list of all parameters available for the command line scanning:

- ***/SCAN*** Scan specific files or folders /SCAN=path;path (e.g. /SCAN=C:\;D:\)
- ***/COMP*** Scan whole computer

- **/HEUR** Use heuristic analyse
- **/EXCLUDE** Exclude path or files from scan
- **/@** Command file /file name/
- **/EXT** Scan these extensions /for example EXT=EXE,DLL/
- **/NOEXT** Do not scan these extensions /for example NOEXT=JPG/
- **/ARC** Scan archives
- **/CLEAN** Clean automatically
- **/TRASH** Move infected files to the Virus Vault
- **/QT** Quick test
- **/MACROW** Report macros
- **/PWDW** Report password-protected files
- **/IGNLOCKED** Ignore locked files
- **/REPORT** Report to file /file name/
- **/REPAPPEND** Append to the report file
- **/REPOK** Report uninfected files as OK
- **/NOBREAK** Do not allow CTRL-BREAK to abort
- **/BOOT** Enable MBR/BOOT check
- **/PROC** Scan active processes
- **/PUP** Report "Potentially unwanted programs"
- **/REG** Scan registry
- **/COO** Scan cookies
- **/?** Display help on this topic
- **/HELP** Display help on this topic

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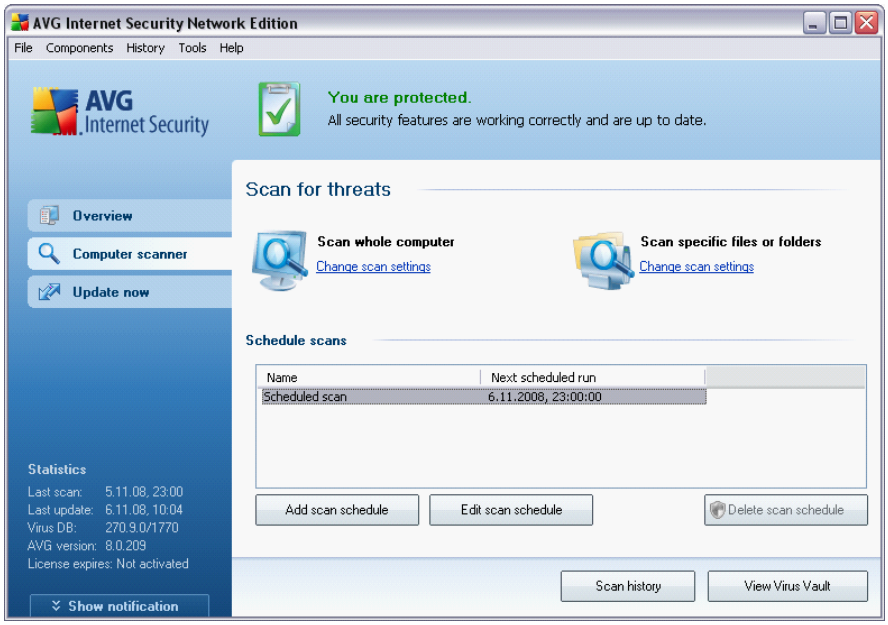
- ***/PRIORITY*** Set scan priority /Low, Auto, High/ (see Advanced settings / Scans)
- ***/SHUTDOWN*** Shutdown computer upon scan completion
- ***/FORCESHUTDOWN*** Force computer shutdown upon scan completion
- ***/ADS*** Scan Alternate Data Streams (NTFS only)

13.5. Scan Scheduling

With **AVG 8.5 Internet Security** you can run scanning on demand (for instance when you suspect an infection has been dragged to your computer) or based on a scheduled plan. It is highly recommended to run the scans based on a schedule: this way you can make sure your computer is protected from any possibility of getting infected, and you will not have to worry about if and when to launch the scan.

You should launch the ***Scan whole computer*** regularly, at least once a week. However, if possible, launch the scan of your entire computer daily - as set up in the scan schedule default configuration. If the computer is "always on" then you can schedule scans out of working hours. If the computer is sometimes switched off, then schedule scans to occur on a computer start-up when the task has been missed.

To create new scan schedules, see the AVG scanning interface and find the bottom section called ***Schedule scans***:



Control buttons for the scan scheduling

Within the editing section you can find the following control buttons:

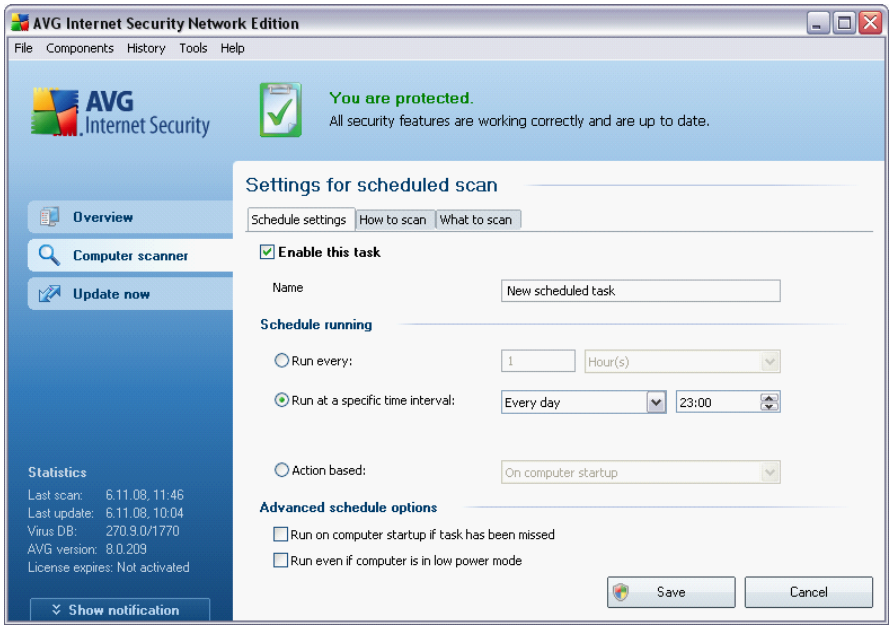
- ***Add scan schedule*** - the button opens the ***Settings for scheduled scan*** dialog, ***Schedule settings*** tab. In this dialog you can specify the parameters of the newly defined test.

- ***Edit scan schedule*** - this button can only be used if you have already previously selected an existing test from the list of scheduled tests. In that case the button appears as active and you can click it to switch to the ***Settings for scheduled scan*** dialog, ***Schedule settings*** tab. Parameters of the selected test are already specified in here and can be edited.

- ***Delete scan schedule*** - this button is also active if you have already previously selected an existing test from the list of scheduled tests. This test can then be deleted from the list by pressing the control button. However, you can only remove your own tests; the ***Whole computer scan schedule*** pre-defined within the default settings can never be deleted.

13.5.1. Schedule Settings

If you wish to schedule a new test and its regular launch, enter the ***Settings for scheduled test*** dialog. The dialog is divided into three tabs: ***Schedule settings*** - *see picture below* (the default tab that you will be automatically redirected to), ***How to scan*** and ***What to scan***.



On the ***Schedule settings*** tab you can first check/uncheck the ***Enable this task*** item to simply deactivate the scheduled test temporarily, and switch it on again as the need arises.

Next, give a name to the scan you are about to create and schedule. Type the name into the text field by the ***Name*** item. Try to use brief, descriptive and apt names for scans to make it easier to later recognize the scan from others.

Example: *It is not appropriate to call the scan by the name of "New scan" or "My scan" since these names do not refer to what the scan actually checks. On the other hand, an example of a good descriptive name would be "System areas scan" etc. Also it is not necessary to specify in the scan's name whether it is the scan of the whole of the computer or just a scan of selected files or folders - your own scans will always be a specific version of the scan of selected files or folders.*

In this dialog you can further define the following parameters of the scan:

- ***Schedule running*** - specify the time intervals for the newly scheduled scan

launch. The timing can either be defined by the repeated scan launch after a certain period of time (***Run every ...***) or by defining an exact date and time (***Run at specific time ...***), or possibly by defining an event that the scan launch should be associated with (***Action based on computer startup***).

- ***Advanced schedule options*** - this section allows you to define under which conditions the scan should/should not be launched if the computer is in low power mode or switched off completely.

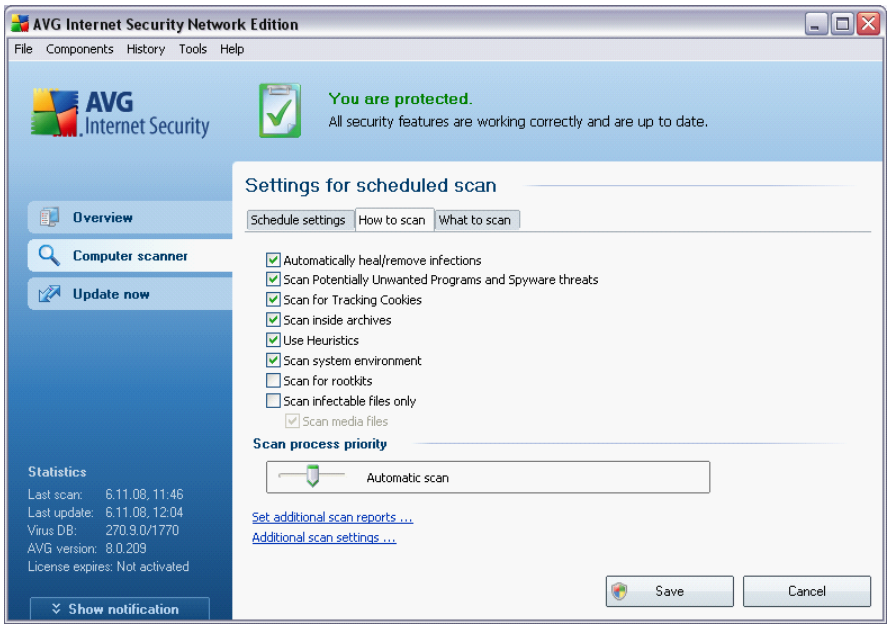
Control buttons of the Settings for scheduled scan dialog

There are two control buttons available on all three tabs of the ***Settings for scheduled scan*** dialog (***Schedule settings***, ***How to scan*** and ***What to scan***) and these have the same functionality no matter on which tab you currently are:

- ***Save*** - saves all changes you have performed on this tab or on any other tab of this dialog and switches back to the AVG scanning interface default dialog. Therefore if you wish to configure the test parameters on all tabs, press the button to save them only after you have specified all your requirements.

- ***Cancel*** - cancels any changes you have performed on this tab or on any other tab of this dialog and switches back to the AVG scanning interface default dialog.

13.5.2. How to Scan



On the ***How to scan*** tab you will find a list of scanning parameters that can be optionally switched on/off. By default, most parameters are switched on and the functionality will be applied during scanning. Unless you have a valid reason to change these settings we recommend to keep to the pre-defined configuration:

- ***Automatically heal/remove infection*** - (*switched on, by default*): if a virus is identified during scanning it can be healed automatically if a cure is available . In case the infected file cannot be healed automatically, or if you decide to switch off this option, you will be notified upon a virus detection and will have to decide what to do with the detected infection. The recommended action is to remove the infected file to the Virus Vault.

- ***Scan Potentially Unwanted Programs*** - (*switched on, by default*): this parameter controls the Anti-Virus functionality that allows detection of potentially unwanted programs (*executable files that can run as spyware or adware*) and these can then be blocked, or removed;

- ***Scan for Tracking Cookies*** - (*switched on, by default*): this parameter of the Anti-Spyware component defines that cookies should be detected during scanning (*HTTP cookies are used for authenticating, tracking, and maintaining specific information about users, such as site preferences or the contents of their electronic shopping carts*) ;

- ***Scan inside archives*** - (*switched on, by default*): this parameters defines that the scanning should check all files even if these are packed inside some type of archive, e.g. ZIP, RAR, ...

- ***Use Heuristics*** - (*switched on, by default*): heuristic analysis (*dynamic emulation of the scanned object's instructions in a virtual computer environment*) will be one of the methods used for virus detection during scanning;

- ***Scan system environment*** - (*switched on, by default*): scanning will also check the system areas of your computer;

- ***Scan for rootkits*** - tick this item if you want to include the rootkit detection into scanning of the entire computer. The rootkit detection is also available on its own within the ***Anti-Rootkit*** component;

- ***Scan infectable files only*** - (*switched off, by default*): with this option switched on, scanning will not be applied to files that cannot get infected. These can be for instance some plain text files, or some other non-executable files.

Within the ***Scan process priority*** section you can further specify the desired scanning speed dependent on system resource usage. By default, this option value is set to the medium level of automatic resource usage. If you want the scanning to run faster, it will take less time but system resources usage will increase significantly during its run, and will slow down your other activities on the PC (*this option can be used when your computer is switched on but nobody is currently working on it*). On the other hand, you can decrease system resources usage by extending the scanning duration.

Note: *By default, the scanning configuration is set up for optimum performance. Unless you have a valid reason to change the scanning settings it is highly recommended to stick to the predefined configuration. Any configuration changes should be performed by experienced users only. For further scanning configuration options see the* ***Advanced settings*** *dialog accessible via the* ***File / Advanced setting*** *system menu item.*

Control buttons of the Settings for scheduled scan dialog

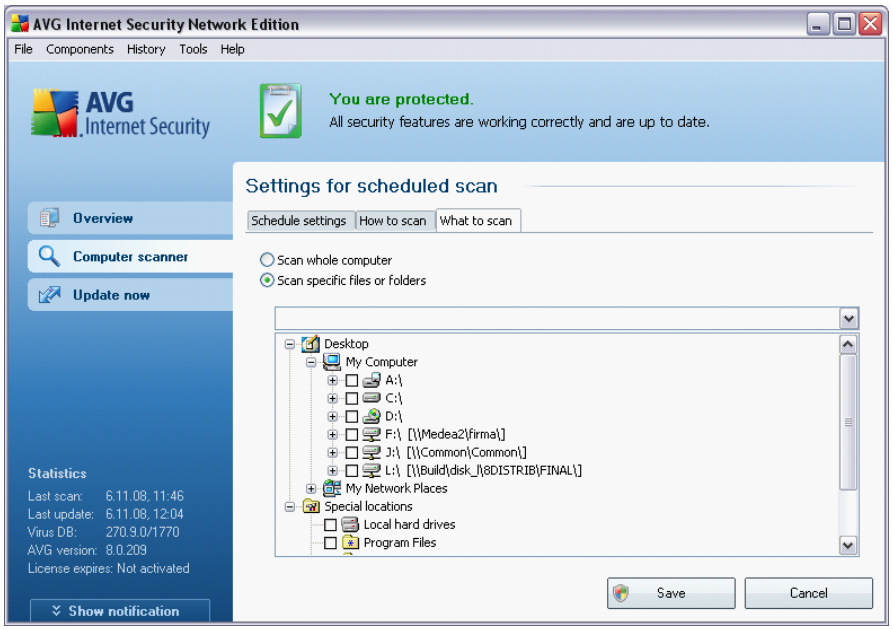
There are two control buttons available on all three tabs of the ***Settings for scheduled scan*** dialog (***Schedule settings***, ***How to scan*** and ***What to scan***) and these have the same functionality no matter on which tab you currently are:

- ***Save*** - saves all changes you have performed on this tab or on any other tab

of this dialog and switches back to the AVG scanning interface default dialog. Therefore if you wish to configure the test parameters on all tabs, press the button to save them only after you have specified all your requirements.

- ***Cancel*** - cancels any changes you have performed on this tab or on any other tab of this dialog and switches back to the AVG scanning interface default dialog.

13.5.3 What to Scan



On the ***What to scan*** tab you can define whether you want to schedule scanning of the whole computer or scanning of specific files or folders. In case you select scanning of specific files or folders, in the bottom part of this dialog the displayed tree structure activates and you can specify folders to be scanned.

Control buttons of the Settings for scheduled scan dialog

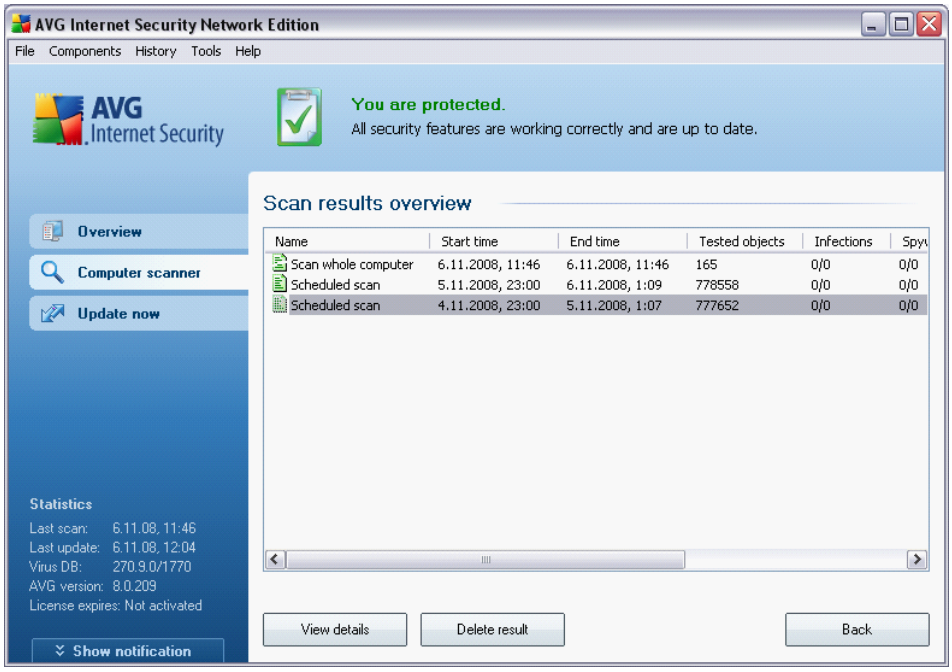
There are two control buttons available on all three tabs of the ***Settings for scheduled scan*** dialog (***Schedule settings***, ***How to scan*** and ***What to scan***) and these have the same functionality no matter on which tab you currently are:

- ***Save*** - saves all changes you have performed on this tab or on any other tab of this dialog and switches back to the AVG scanning interface default dialog.

Therefore if you wish to configure the test parameters on all tabs, press the button to save them only after you have specified all your requirements.

- ***Cancel*** - cancels any changes you have performed on this tab or on any other tab of this dialog and switches back to the AVG scanning interface default dialog.

13.6. Scan Results Overview



The ***Scan results overview*** dialog is accessible from the AVG scanning interface via the ***Scan history*** button. The dialog provides a list of of all previously launched scans and information of their results:

- ***Name*** - scan designation; it can either be the name of one of the predefined scans, or a name you have given to your own scheduled scan. Every name includes an icon indicating the scan result:

  - - green icon informs there was no infection detected during the scan

  - - blue icon announces there was an infection detected during the scan but the infected object was removed automatically

- red icon warns there was an infection detected during the scan and it could not be removed!

Each icon can either be solid or cut in half - the solid icons stands for a scan that was completed and finished properly; the cut-in-half icon means the scan was canceled or interrupted.

Note: *For detailed information on each scan please see the* ***Scan Results*** *dialog accessible via the* ***View details*** *button (in the bottom part of this dialog).*

- ***Start time*** - date and time when the scan was launched
- ***End time*** - date and time when the scan ended
- ***Tested objects*** - number of objects that were checked during scanning
- ***Infections*** - number of virus infections detected / removed
- ***Spyware*** - number of spyware detected / removed
- ***Scan log information*** - information relating to the scanning course and result (typically on its finalization or interruption)

Control buttons

The control buttons for the ***Scan results overview*** dialog are:

- ***View details*** - this button is only active if a specific scan is selected in the above overview; press it to switch to the ***Scan results*** dialog to view detailed data on the selected scan
- ***Delete result*** - this button is only active if a specific scan is selected in the above overview; press it to remove the selected item from the scan results overview
- ***Back*** - switches back to the default dialog of the AVG scanning interface

13.7. Scan Results Details

If in the ***Scan Results Overview*** dialog a specific scan is selected, you can then click the ***View details*** button to switch to the ***Scan Results*** dialog providing detailed data on the course and result of the selected scan.

The dialog is further divided into several tabs:

- ***Results Overview*** - this tab is displayed at all times and provides statistical data describing the scan progress
- ***Infections*** - this tab is displayed only if a virus infection was detected during scanning
- ***Spyware*** - this tab is displayed only if spyware was detected during scanning
- ***Warnings*** - this tab is displayed only if some objects unable to be scanned were detected during scanning
- ***Rootkits*** - this tab is displayed only if rootkits were detected during scanning
- ***Information*** - this tab is displayed only if some potential threats were detected but these cannot be classified as any of the above categories; then the tab provides a warning message on the finding

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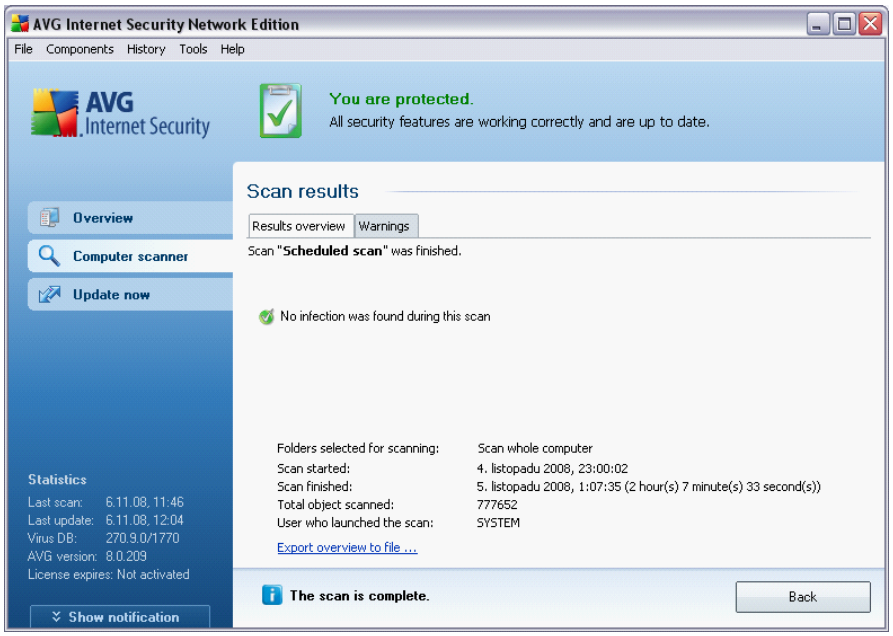
13.7.1. Results Overview Tab


AVG Internet Security Network Edition
File Components History Tools Help
AVG Internet Security
You are protected.
All security features are working correctly and are up to date.
Overview
Computer scanner
Update now
Scan results
Results overview
Warnings
Scan "Scheduled scan" was finished.
No infection was found during this scan
Folders selected for scanning: Scan whole computer
Scan started: 4. listopadu 2008, 23:00:02
Scan finished: 5. listopadu 2008, 1:07:35 (2 hour(s) 7 minute(s) 33 second(s))
Total object scanned: 777652
User who launched the scan: SYSTEM
Export overview to file ...
Statistics
Last scan: 6.11.08, 11:46
Last update: 6.11.08, 12:04
Virus DB: 270.9.0/1770
AVG version: 8.0.209
License expires: Not activated
Show notification
The scan is complete.
Back

On the ***Scan results*** tab you can find detailed statistics with information on:

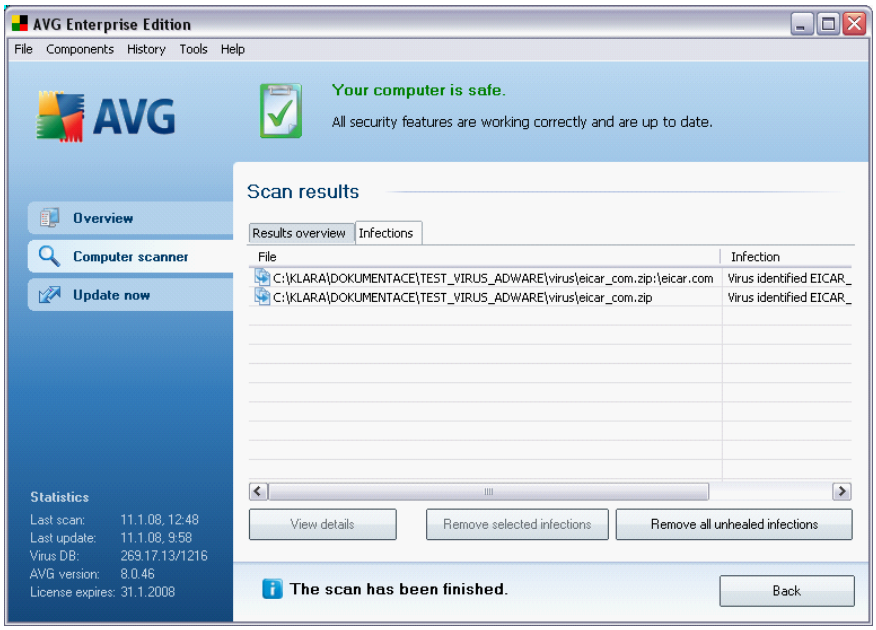
- detected virus infections / spyware
- removed virus infections / spyware
- the number of virus infections / spyware that cannot be removed or healed

In addition you will find information on the date and exact time of the scan launch, on the total number of scanned objects, on the scanning duration and the number of errors that have occurred during scanning.

Control buttons

There is only one control button available in this dialog. The ***Close results*** button returns to the ***Scan results overview*** dialog.

13.7.2 Infections Tab



The ***Infections*** tab is only displayed in the ***Scan results*** dialog if a virus infection was detected during scanning. The tab is divided into three sections providing the following information:

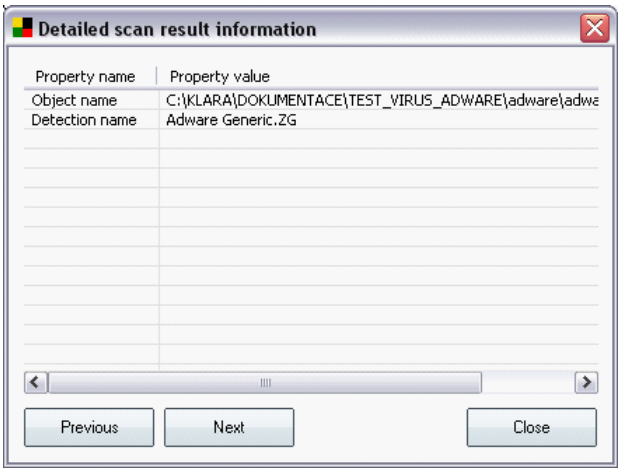
- ***File*** - full path to the original location of the infected object
- ***Infections*** - name of the detected virus (*for details on specific viruses please consult the Virus Encyclopedia online*)
- ***Result*** - defines the current status of the infected object that was detected during scanning:
  - ***Infected*** - the infected object was detected and left in its original location (*for instance if you have switched off the automatic healing option in a specific scan settings*)
  - ***Healed*** - the infected object was healed automatically and left in its original location
  - ***Moved to Virus Vault*** - the infected object was moved to the ***Virus Vault*** quarantine

- ***Deleted*** - the infected object was deleted
- ***Added to PUP exceptions*** - the finding was evaluated as an exception and added to the list of PUP exceptions (*configured in the **PUP Exceptions** dialog of the advanced settings*)
- ***Locked file - not tested*** - the respective object is locked and AVG is therefore unable to scan it
- ***Potentially dangerous object*** - the object was detected as potentially dangerous but not infected (*it can contain macros, for instance*); the information should be taken as a warning only
- ***Reboot is required to finish the action*** - the infected object cannot be removed, to remove it completely you have to restart your computer

Control buttons

There are three control buttons available in this dialog:

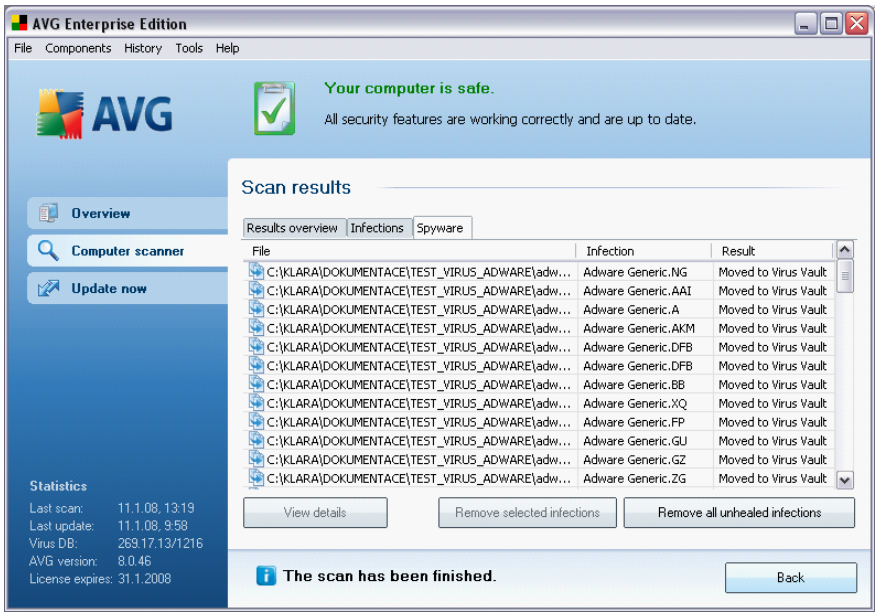
- ***View details*** - the button opens a new dialog window named ***Detailed scan result information***:



In this dialog you can find information on the location of the detected infectious object (***Property name***). Using the ***Previous*** / ***Next*** buttons you can view information on specific findings. Use the ***Close*** button to close this dialog.

- ***Remove selected infections*** - use the button to move the selected finding to the ***Virus Vault***
- ***Remove all unhealed infections*** - this button deletes all findings that cannot be healed or moved to the ***Virus Vault***
- ***Close results*** - terminates the detailed information overview and returns to the ***Scan results overview*** dialog

13.7.3 Spyware Tab


AVG Enterprise Edition
File Components History Tools Help
Your computer is safe.
All security features are working correctly and are up to date.
Scan results
Overview
Computer scanner
Update now
Results overview
Infections
Spyware
File
Infection
Result
C:\KLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw... Adware Generic.NG Moved to Virus Vault
C:\KLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw... Adware Generic.AAI Moved to Virus Vault
C:\KLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw... Adware Generic.A Moved to Virus Vault
C:\KLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw... Adware Generic.AKM Moved to Virus Vault
C:\KLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw... Adware Generic.DFB Moved to Virus Vault
C:\KLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw... Adware Generic.DFB Moved to Virus Vault
C:\KLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw... Adware Generic.BB Moved to Virus Vault
C:\KLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw... Adware Generic.XQ Moved to Virus Vault
C:\KLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw... Adware Generic.FP Moved to Virus Vault
C:\KLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw... Adware Generic.GU Moved to Virus Vault
C:\KLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw... Adware Generic.GZ Moved to Virus Vault
C:\KLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw... Adware Generic.ZG Moved to Virus Vault
Statistics
Last scan: 11.1.08, 13:19
Last update: 11.1.08, 9:58
Virus DB: 269.17.13/1216
AVG version: 8.0.46
License expires: 31.1.2008
View details
Remove selected infections
Remove all unhealed infections
The scan has been finished.
Back

The ***Spyware*** tab is only displayed in the ***Scan results*** dialog in if spyware was detected during scanning. The tab is divided into three sections providing the following information:

- ***File*** - full path to the original location of the infected object
- ***Infections*** - name of the detected spyware (*for details on specific viruses please consult the **Virus Encyclopedia** online*)
- ***Result*** - defines the current status of the object that was detected during scanning:
  - ***Infected*** - the infected object was detected and left in its original location (for instance if you have switched off the automatic healing

option in a specific scan settings)

- ***Healed*** - the infected object was healed automatically and left in its original location
- ***Moved to Virus Vault*** - the infected object was moved to the ***Virus Vault*** quarantine
- ***Deleted*** - the infected object was deleted
- ***Added to PUP exceptions*** - the finding was evaluated as an exception and added to the list of PUP exceptions (*configured in the* ***PUP Exceptions*** *dialog of the advanced settings*)
- ***Locked file - not tested*** - the respective object is locked and AVG is therefore unable to scan it
- ***Potentially dangerous object*** - the object was detected as potentially dangerous but not infected (it can contain macros, for instance); the information is a warning only
- ***Reboot is required to finish the action*** - the infected object cannot be removed, to remove it completely you have to restart your computer

Control buttons

There are three control buttons available in this dialog:

- ***View details*** - the button opens a new dialog window named ***Detailed scan result information***:

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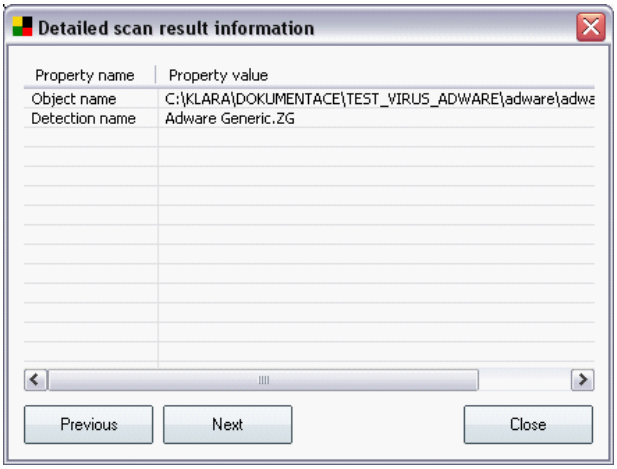


In this dialog you can find information on the location of the detected infectious object (***Property name***). Using the ***Previous*** / ***Next*** buttons you can view information on specific findings. Use the ***Close*** button to leave this dialog.

- ***Remove selected infections*** - use the button to move the selected finding to the ***Virus Vault***
- ***Remove all unhealed infections*** - this button deletes all findings that cannot be healed or moved to the ***Virus Vault***
- ***Close results*** - terminates the detailed information overview and returns to the ***Scan results overview*** dialog

13.7.4 Warnings Tab

The ***Warnings*** tab displays information on "suspected" objects (*typically files*) detected during scanning. When detected by the ***Resident Shield***, these files are blocked from being accessed. Typical examples of this kind of findings are: hidden files, cookies, suspicious registry keys, password protected documents or archives, etc.

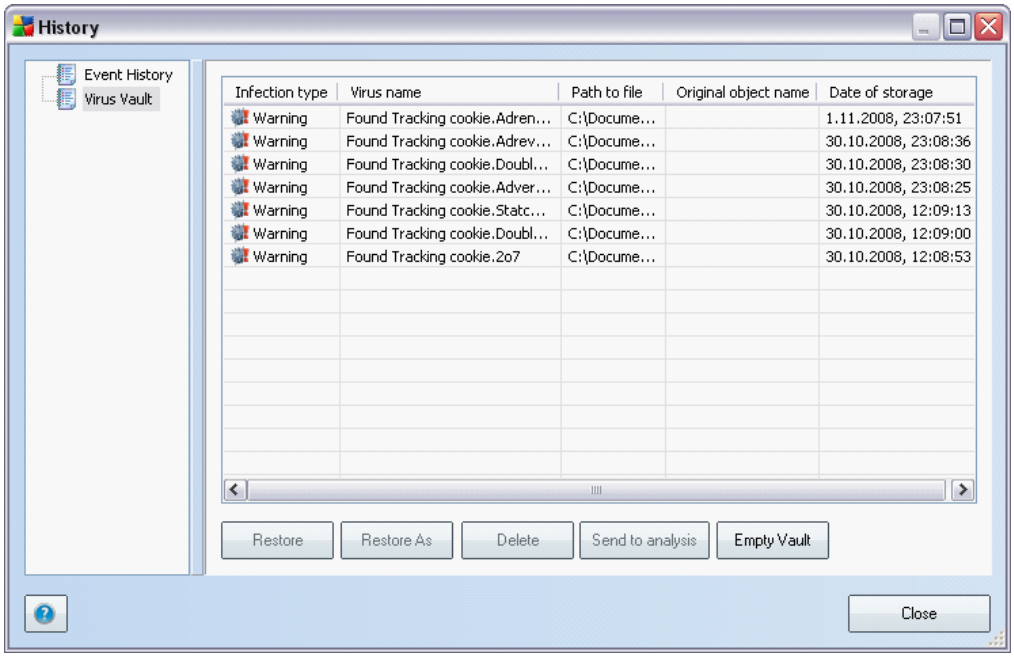
13.7.5 Rootkits Tab

The ***Rootkits*** tab displays information on rootkits detected during scanning. Its structure is basically the same as the ***Infections tab*** or the ***Spyware tab***.

13.7.6. Information Tab

The ***Information*** tab contains data on such "findings" that cannot be categorized as infections, spyware, etc. They can neither be positively labeled as dangerous but they are still worth your attention. All data on this tab is merely informative.

13.8. Virus Vault



Virus Vault is a safe environment for the management of suspect/infected objects detected during AVG tests. Once an infected object is detected during scanning, and AVG is not able to heal it automatically, you are asked to decide what is to be done with the suspect object. The recommended solution is to move the object to the ***Virus Vault*** for further treatment.

The ***Virus vault*** interface opens in a separate window and offers an overview of information on quarantined infected objects:

- ***Infection type*** - distinguishes finding types based on their infective level (*all listed objects can be positively or potentially infected*)
- ***Virus Name*** - specifies the name of the detected infection according to the Virus encyclopedia (online)

- ***Path to file*** - full path to the original location of the detected infectious file
- ***Original object name*** - all detected objects listed in the chart have been labeled with the standard name given by AVG during the scanning process. In case the object had a specific original name that is known (*e.g. a name of an e-mail attachment that does not respond to the actual content of the attachment*), it will be provided in this column.
- ***Date of storage*** - date and time the suspected file was detected and removed to the ***Virus Vault***

Control buttons

The following control buttons are accessible from the ***Virus Vault*** interface:

- ***Restore*** - removes the infected file back to its original location on your disk
- ***Restore As*** - in case you decide to move the detected infectious object from the ***Virus Vault*** to a selected folder, use this button The suspicious and detected object will be saved with its original name. If the original name is not known, the standard name will be used.
- ***Delete*** - removes the infected file from the ***Virus Vault*** completely
- ***Send to analysis*** - sends the suspected file for deep analysis to the AVG virus labs
- ***Empty Vault*** - removes all ***Virus Vault*** content completely

14. AVG Updates

14.1. Update Levels

AVG offers two update levels to select from:

- ***Definitions update*** contains changes necessary for reliable anti-virus, anti-spam and anti-malware protection. Typically, it does not include any changes to the code and updates only the definition database. This update should be applied as soon as it is available.

- ***Program update*** contains various program changes, fixes and improvements.

When scheduling an update, it is possible to select which priority level should be downloaded and applied.

14.2. Update Types

You can distinguish between two types of update:

- ***On demand update*** is an immediate AVG update that can be performed any time the need arises.

- ***Scheduled update*** - within AVG it is also possible to pre-set an update plan. The planned update is then performed periodically according to the setup configuration. Whenever new update files are present on the specified location, they are downloaded either directly from the Internet, or from the network directory. When no newer updates are available, nothing happens.

14.3. Update Process

The update process can be launched immediately as the need arises by the ***Update now*** quick link. This link is available at all times from any AVG user interface dialog. However, it is still highly recommended to perform updates regularly as stated in the update schedule editable within the Update manager component.

Once you start the update, AVG will first verify whether there are new update files available. If so, AVG starts their downloading and launches the update process itself. During the update process you will get redirected to the ***Update*** interface where you can view the process progressing in its graphical representation as well as in an overview of relevant statistic parameters (*update file size, received data, download speed, elapsed time, ...*).

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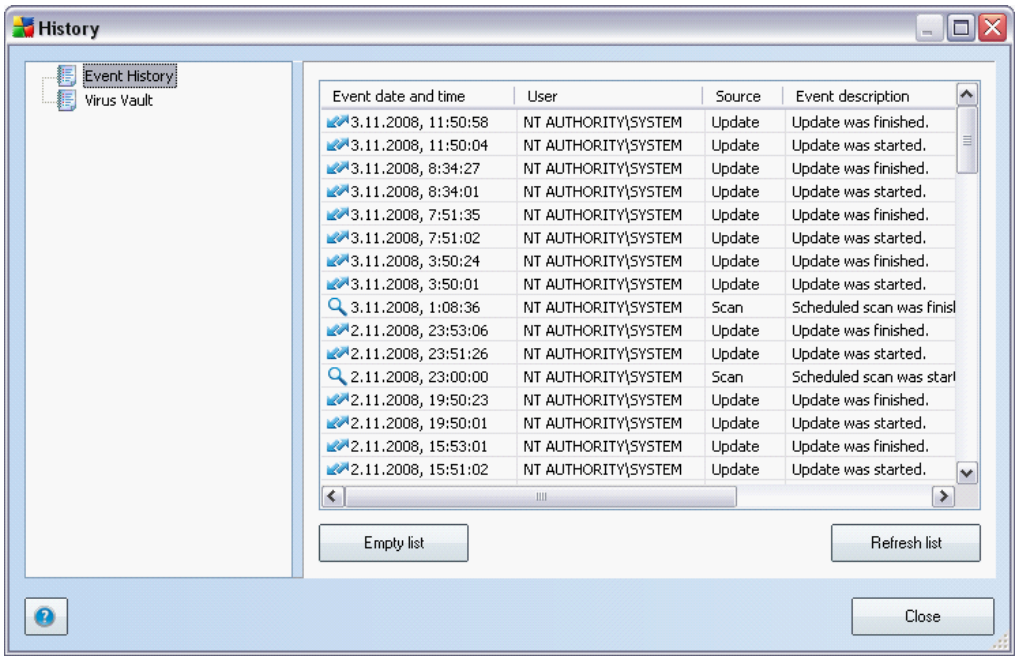
***Note**: Before the AVG program update launch a system restore point is created. In case the update process fails and your operating system crashes you can always restore your OS in its original configuration from this point. This option is accessible via Start / All Programs / Accessories / System tools / System Restore. Recommended to experienced users only!*

15. Event History


History
Event History
Virus Vault
Event date and time
User
Source
Event description
3.11.2008, 11:50:58 NT AUTHORITY\SYSTEM Update Update was finished.
3.11.2008, 11:50:04 NT AUTHORITY\SYSTEM Update Update was started.
3.11.2008, 8:34:27 NT AUTHORITY\SYSTEM Update Update was finished.
3.11.2008, 8:34:01 NT AUTHORITY\SYSTEM Update Update was started.
3.11.2008, 7:51:35 NT AUTHORITY\SYSTEM Update Update was finished.
3.11.2008, 7:51:02 NT AUTHORITY\SYSTEM Update Update was started.
3.11.2008, 3:50:24 NT AUTHORITY\SYSTEM Update Update was finished.
3.11.2008, 3:50:01 NT AUTHORITY\SYSTEM Update Update was started.
3.11.2008, 1:08:36 NT AUTHORITY\SYSTEM Scan Scheduled scan was finisl
2.11.2008, 23:53:06 NT AUTHORITY\SYSTEM Update Update was finished.
2.11.2008, 23:51:26 NT AUTHORITY\SYSTEM Update Update was started.
2.11.2008, 23:00:00 NT AUTHORITY\SYSTEM Scan Scheduled scan was start
2.11.2008, 19:50:23 NT AUTHORITY\SYSTEM Update Update was finished.
2.11.2008, 19:50:01 NT AUTHORITY\SYSTEM Update Update was started.
2.11.2008, 15:53:01 NT AUTHORITY\SYSTEM Update Update was finished.
2.11.2008, 15:51:02 NT AUTHORITY\SYSTEM Update Update was started.
Empty list
Refresh list
Close

The ***Event History*** dialog is accessible from the system menu via the ***History/Event History Log*** item. Within this dialog you can find a summary of important events that occurred during **AVG 8.5 Internet Security** operation. ***Event History*** records the following types of events:

- Information about updates of the AVG application
- Scanning start, end or stop (including automatically performed tests)
- Events connected with virus detection (by the Resident Shield or scanning) including occurrence location
- Other important events

Control buttons

- ***Empty list*** - deletes all entries in the list of events
- ***Refresh list*** - updates all entries in the list of events

16. FAQ and Technical Support

Should you have any problems with your AVG, either business or technical, please refer to the ***FAQ*** section of the AVG website at www.avg.com.

If you do not succeed in finding help this way, contact the technical support department by email. Please use the contact form accessible from the system menu via ***Help / Get help online***.

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